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For ease of reference, in the remainder of this Handbook we refer to
HA Group, Princess Cruises, Holland America Line, Seabourn,
P&O Cruises, Holland America Princess and Cunard North America,
collectively, as the “Company” or “your employer” or “we” or “us.”

Similarly, we will refer to the employee as “you” or “your team” or “team
members” or “the employee” or “our employees” or “workers” or “staff.”
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INTRODUCTION

YOUR JOURNEY

Welcome to our team! You are the key to our success. We have designed our employment policies and practices to foster your fulfillment and job satisfaction; guide opportunities for your growth and development; and create a harmonious, fair, safe and supportive work environment. Combined, these policies and practices create a caring and collaborative culture, whether in service to our guests, our seagoing colleagues or each other.

Please take a few minutes to review this Employee Handbook so you understand our objectives and commitments to you, as well as your responsibilities as a member of our team. This Handbook is your go-to resource for rights and responsibilities, workplace policies, accountability, time off, working hours and pay, benefits and perks, growth and career opportunities, safety and more. This Handbook also includes references on where to find additional information and details.

OUR VOYAGE TOGETHER AS A FAMILY OF BRANDS: CARNIVAL CORPORATION & PLC

We are all part of Carnival Corporation & plc, the largest leisure company in the world. Its highly recognized cruise brands serve nearly every segment of the cruise industry and offer a wide range of vacation experiences for millions of guests.

Nine brands make up Carnival Corporation & plc. Together they are marketed as the World’s Leading Cruise Lines (WLCL):

- Princess Cruises
- Holland America Line
- Seabourn
- Cunard
- P&O Australia
- Carnival Cruise Line
- AIDA Cruises
- Costa Cruises
- P&O Cruises UK

These sister companies share resources and expertise. Together they:

- Sail more than 100 ships.
- Visit more than 700 ports around the world.
- Employ over 120,000 people globally.
- Serve more than 11.5 million guests annually.
HOLLAND AMERICA GROUP

Holland America Group (HA Group) was created for internal purposes only within Carnival Corporation & plc to bring the operations and best practices of four brands together to better communicate, collaborate and coordinate. HA Group includes:

- Princess Cruises
- Holland America Line
- Seabourn
- P&O Australia
- Holland America Princess operations in Alaska and Yukon
- North America branch operations of Cunard Line
- Any affiliates or subsidiaries of these companies

While you may work under the HA Group umbrella, your employer will be one of the brands and your pay, benefits and policy practices will be those of the brand that employs you. If your job involves work for all the brands in HA Group, you are known as a Group Services employee.

PRINCESS CRUISES

Princess Cruises is the world’s largest international premium cruise line and tour company, operating a fleet of modern ships that carry two million guests each year on more than 170 itineraries visiting over 380 destinations around the globe.

One of the best-known names in cruising, Princess is renowned for innovation, inspiring moments of discovery, and inviting guests to relax and experience exceptional, highly personalized customer service. The line offers award-winning itineraries ranging from three to 111 days and is continuously recognized as “Best Cruise Line for Itineraries.” Princess is headquartered in Santa Clarita, California.
Sailing for nearly 150 years, Holland America Line offers more than 500 cruises to more than 450 ports in 98 countries. From short getaways to around-the-world Grand Voyages, HAL’s premium cruises visit all seven continents. We believe in the truly transformative power of travel, and it shows. Guests enjoy a diverse range of enriching, personalized experiences focused on destination immersion, as well as exceptional service, award-winning culinary and wine offerings, and entertainment like nothing else in the industry, including Music Walk, with B.B. King’s Blues Club, Lincoln Center Stage, Billboard Onboard and Rolling Stone Rock Room. The company is based in Seattle, Washington.

Seabourn reinvented ultra-luxury cruising by pioneering the small-ship concept with the introduction of Seabourn Pride in 1988. Today, Seabourn’s fleet of intimate, all-suite ships visits the world’s most highly desirable locations, as well as hidden gems where larger vessels cannot follow. At Seabourn, we believe travel has redemptive power that enriches people’s lives. An award-winning staff numbering nearly as many guests provide thoughtful and personalized service. And with each sailing, guests experience the very best the world has to offer in culinary, entertainment and enrichment, including partnerships with UNESCO, Chef Thomas Keller and Sir Tim Rice. And our Ventures by Seabourn program offers guests opportunities to experience nature up-close through adventurous shore activities. The company is based in Seattle, Washington.
P&O Cruises Australia is the region’s largest and longest-serving cruise operator. P&O offers cruises from more homeports than any other cruise line in the market with round-trip itineraries from Sydney, Melbourne, Brisbane, Adelaide and Auckland. P&O Cruises offers a great-value cruise holiday that celebrates modern Australia across food, entertainment, activities and service—all delivered in a contemporary setting. P&O is currently evolving its fleet to provide the right ships for a contemporary, modern Australian brand. In October 2020 P&O will welcome Pacific Adventure, its first Grand Class ship. A second Grand Class ship will arrive at the end of 2021.

ABOUT THE EMPLOYEE HANDBOOK

This Handbook applies to all United States, land-based employees.

In addition, this Handbook also applies to employees from affiliated companies visiting a Holland America Group office or ship, or employees coming from ship to shore. We encourage you to become familiar with the guidelines of your Employee Handbook so that you are aware of and fully understand all our policies.

We are committed to workplace policies and practices that comply with applicable federal, state and local laws. For this reason, you will receive the Company’s United States Employee Handbook. Keep in mind that certain Carnival Corporation & plc policies may at times supersede any guidelines contained in this Handbook (Carnival Corporation & plc policies may be found on your intranet). In addition, throughout this Handbook you will find references or links to state-specific laws and regulations.

This Handbook is provided to help you better understand our objectives, our commitments to you and what is expected of all of us as employees. We maintain the right to interpret, amend,
modify, cancel or withdraw any or all benefits, provisions or policies. Nothing in this Handbook is intended in any way to interfere with, coerce or restrain you from exercising your rights under any federal, state or local labor laws, including the National Labor Relations Act.

We are proud of our team and want you to have the tools you need to be successful. You’ll find the most up-to-date information on many aspects of your employment such as time-off policies, health and other benefits including employee travel programs, and much more on your intranet. We also provide helpful tips, information and updates on our policies via email, printed materials, office displays and reader or bulletin boards.

We encourage you to communicate openly, honestly and professionally with your supervisor or Manager regarding any work-related issues or concerns. As a best practice, we recommend beginning with a discussion with your supervisor; however, if you prefer, you may contact any other member of your management team, Human Resources or the Ethics, Legal and Risk Services department—which you can contact by email at Ethics@HollandAmericaGroup.com or confidentially by phone at 844-6ETHICS (844-638-4427). Reports may be made anonymously where allowed by local law (in some cases an anonymous report makes it more difficult for us to conduct a thorough investigation). We also conduct periodic employee opinion surveys to give you the opportunity to provide feedback on your workplace experience.

If you have any questions about the Employee Handbook, see your supervisor or Manager or contact HR-Employee Relations or the Ethics, Legal and Risk Services department.

REPORT AN INCIDENT

In addition to contacting your supervisor, or the Human Resources, Ethics, Legal and Risk Services department, the Carnival Compliance Reporting Hotline at 888-290-5105 is available at all times for reporting (anonymously, if desired) incidents of retaliation, fraud, theft, accounting or ethical irregularities, environmental or safety issues, and the like.
PART 1: RIGHTS AND RESPONSIBILITIES

As a global team serving guests throughout the world, together we commit to a work environment that is inclusive, embraces diversity and remains free of harassment and discrimination. We also respect the Company’s business interests in all situations including public forums. It is in all of our best interests to safeguard the Company’s properties, financial interests and goodwill.

This section covers:

► Employment At-Will
► Equal Employment Opportunity
► Immigration
► Harassment, Discrimination, Retaliation and Reporting Procedure
► Confidential and Proprietary Information
► Privacy

EMPLOYMENT AT-WILL

Your employment with us is an “At-Will” relationship. This means that as your employer, we have the option to end your employment relationship—and so do you—at any time, for any or no reason, with or without prior notice or cause. As your employer we may, at our sole discretion, make decisions or changes at any time regarding your terms of employment, including but not limited to promotion, transfer, demotion, compensation, benefits, duties and location of work, with or without cause or prior notice.

Nothing in this Handbook or any other Company document should be understood as creating an employment contract, guaranteed or continued employment, a requirement that “cause” exists before termination or any other guarantee of
continued benefits. In describing our policies or procedures, this Handbook does not require that we follow any particular procedure in the course of determining the appropriate discipline or terminating employment. This version supersedes any previously issued manuals, policies, written documents or verbal representations.

Only the Chief Executive Officer or a brand President has the authority to enter into a written agreement for employment for any specified period of time, or to make any agreement contrary to your “At-Will” employment relationship.

**EQUAL EMPLOYMENT OPPORTUNITY**

As an equal employment opportunity-affirmative action employer, we do not discriminate against any qualified individual on the basis of sex, race, color, national origin, ancestry, religion, sexual orientation, gender identity or expression, genetic information, military status or service, age, marital/familial status, pregnancy, mental, physical or sensory disability, domestic violence or victim status, or any other classification protected by local, state, federal and/or international law. We protect all employees including temporary workers, interns, seasonal staff and independent contractors. It is also your responsibility to follow this policy when working with members of your team. If you believe this policy has not been followed, contact your supervisor or Manager, head of department or HR-Employee Relations.

**COMMITMENT TO DIVERSITY AND INCLUSION**

We are committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience and unique perspectives. We believe in creating a culture where we all “do the right thing.” All the time. In every situation. This starts with treating every person on your team with the dignity and courtesy they deserve and by respecting different backgrounds and points of view. If you are unsure of our ethical standards or what to do in a particular situation, please contact the Ethics, Legal and Risk Services department for support at 844-6ETHICS (844-638-4427).
**AMERICANS WITH DISABILITIES ACT (ADA) AND REASONABLE ACCOMMODATION**

We are committed to providing reasonable workplace accommodations to enable any individual with disabilities or religious accommodation needs to participate in the application process, to perform the essential functions (or fundamental duties) of their job and to enjoy equal benefits and privileges of employment that are available to individuals without disabilities.

As an employee or applicant, you are responsible for advising us of your need for an accommodation or a difficulty in achieving the tasks (or essential functions) of your job due to a disability. We will then collaborate with you in an interactive process to determine if your request for a reasonable workplace accommodation is available as follows:

- We will discuss your limitations and their impact on the essential functions of a job.
- We will collaborate with you to identify the type of potential accommodations that might be available to allow you to perform those specific tasks.
- We may provide any reasonable accommodation that does not cause an undue hardship taking into account your specific needs.

**IMMIGRATION COMPLIANCE WITH IMMIGRATION REFORM AND CONTROL ACT (IRCA)**

You are required to produce proof of your identity and employment eligibility to the HR-Talent Acquisition team as a condition of employment and in compliance with the Immigration Reform and Control Act (IRCA). This includes all full- and part-time regular employees and all temporary employees. You must complete the Employment Eligibility Verification Form (I-9 Form) within three working days of your start date.
HARASSMENT, DISCRIMINATION, RETALIATION AND REPORTING PROCEDURE

We are committed to providing a positive work environment free from all forms of harassment, discrimination and retaliation where everyone is treated with dignity, respect and courtesy. Harassment, discrimination and retaliation by a supervisor, Manager, co-workers or third parties such as suppliers or customers is not acceptable or tolerated. This policy applies to all employees, including temporary, interns, seasonal and independent contractors. We will promptly, fairly and thoroughly investigate and resolve appropriately any complaint of harassment, discrimination or retaliation.

GUIDELINES

The following discussions of what may constitute harassment and retaliation are simply guidelines and are not exhaustive definitions. You are encouraged to consult with your supervisor or Manager, HR-Employee Relations or the Ethics, Legal and Risk Services department regarding any question you have about harassment or retaliation.

We consider harassment as any action directed at a person on the basis of their gender, sexual orientation, gender identity or expression, marital status, physical or mental disability, race, ancestry, ethnic or national origin, religion or age—regardless of motives—which a reasonable person would find offensive, including, but not limited to:

- Visual conduct, including leering, making sexual gestures, or displaying sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct, such as sexually oriented verbal kidding, teasing or jokes; repeated offensive sexual flirtations, advances or propositions; derogatory comments, epithets or jokes; verbal abuse of a sexual nature; verbal comments about a physical appearance or sexual activity.
- Physical conduct, such as touching, pinching, brushing up against another's body or impeding or blocking movements.
- Posting, forwarding, showing or displaying in any manner cartoons that make fun of any group, religious belief, sex or individual because of their protected status; or suggestive or obscene letters, notes or invitations.
- Any other conduct of a nature which may interfere with an individual's work performance or create an intimidating, hostile or offensive working environment.
Any attempt to retaliate against a person for rejecting or objecting to the actions described above. All Managers and supervisors are responsible for creating an atmosphere free of discrimination and harassment, sexual or otherwise, and are required to report all complaints of misconduct. You are empowered and encouraged to inform others in the workplace whenever their conduct is unwelcome, offensive, in poor taste or inappropriate.

TYPES OF SEXUAL HARASSMENT

Quid pro quo: Latin phrase meaning “this for that.” This occurs when you are either offered some tangible favor or benefit or your working conditions are threatened, based on your response to requests/demands for these favors (“You’ll get a promotion if you…”).

Hostile work environment: Unwelcome sexual conduct sufficiently severe, persistent or pervasive so as to affect an employee’s performance negatively and/or create an intimidating, hostile or otherwise offensive environment.

The recipient’s perception—not the harasser’s intent—is the standard by which conduct is measured.

If you experience harassment, you should make it clear to the offending party that such behavior is offensive. If the behavior continues, or if you are uncomfortable expressing your feelings directly, it should be brought to the attention of your supervisor or Manager, HR-Employee Relations or the Ethics, Legal and Risk Services department.

Any unwelcome physical contact, sexual advances or similar objectionable actions with a fellow employee may be considered a violation of this policy and may be grounds for termination of employment, whether or not the conduct is severe or pervasive enough to rise to the level of unlawful conduct in the eyes of the law.

NON-RETALIATION

We hold firm that no employee should be subjected to retaliation for reporting, or expressing opposition to, any perceived incident of conduct referenced by this policy. You are expected to report truthfully and accurately any instances of perceived prohibited conduct which you may experience directly or which you observe, and to fully participate truthfully and accurately in any resulting investigation.
We also affirm that no person will suffer any adverse employment consequences for lodging a good faith complaint under this policy, even if the concerns ultimately are not substantiated. Accordingly, any individual who is found, through the investigation process, to have falsely accused another person of harassment or retaliation or to have provided false information during an investigation may be subject to appropriate disciplinary action.

REPORTING PROCEDURE

You can file a complaint through multiple avenues including reporting to a supervisor, Manager, HR-Employee Relations or the Ethics, Legal and Risk Services department.

You can contact the Ethics, Legal and Risk Services department via email at Ethics@HollandAmericaGroup.com or by phone at 844-6ETHICS (844-638-4427). In addition, the Carnival Compliance Reporting Hotline at 888-290-5105 is available at all times for reports. Reports may be made anonymously where allowed by local law (in some cases an anonymous report makes it more difficult for us to conduct a thorough investigation.)

All reports of harassment, discrimination and retaliation based on a protected class or protected activity will be reviewed and followed by a fair, complete and timely investigation when appropriate. Confidentiality will be maintained throughout the process to the extent consistent with the requirements of an adequate investigation. If it is determined that the alleged harasser has violated policies, we will take appropriate corrective action.

CONFIDENTIAL AND PROPRIETARY INFORMATION

As an employee, you may have access to confidential information about our products, services, guests, employees, contractor relationships, business processes, marketing plans or strategies, internal communications and other internal matters not generally known to the public. This information is proprietary to the Company and its disclosure to others could cause significant and irreparable harm.

We safeguard our guest and employee information (“information”) subject to applicable laws and with the required
disclosures of how we use information in our possession. Compilations of information, and data on identity, contact details and preferences may be Company trade secrets and among the Company’s intellectual property assets.

You are responsible for safeguarding information at all times. Upon separation from employment with the Company, information, like all other Company property, must be returned. It is against the law to use or disclose Company trade secrets once you are no longer employed with the Company.

Unauthorized use or dissemination of the Company’s intellectual property or information may also be subject to prosecution for identity theft or security breach by the Attorney General in your state.

GUIDELINES

You must hold confidential and proprietary information in strictest confidence and not disclose it to anyone inside or outside the Company without the Company’s written permission, except as necessary to fulfill your job responsibilities on our behalf.

We expect that you will use reasonable care to protect and safeguard any confidential or sensitive information and keep it physically secure from inadvertent disclosure. We view a breach of confidentiality as a serious breach of trust and would involve a disciplinary review.

To the extent applicable, you assign to the Company all rights, titles and interests in any work product you create for the Company. This includes, without limitation, all interests in trade secrets, know-how, patents, trademarks and copyrights, including the right to apply for and register such rights and the right to renew such rights in the work product you have created while working for us.

As part of your employment, you agree to cooperate with and assist the Company to apply for and execute any applications, assignments, registrations and documents reasonably necessary to obtain or register any patent, copyright, trademark or other statutory protection for each work product. We maintain the sole right to use, sell, license, publish or otherwise disseminate or transfer rights in work that you develop, create or prepare in the performance of your job duties on our behalf.
PRIVACY

We collect a range of personal information about our guests, contractors, employees, officers and crew, and business contacts to conduct our business. Our handling of personal data is governed by many global laws and regulations based on the Fair Information Practice Principles and related best practices. You are expected to comply with applicable privacy laws and our policies to ensure we all protect and respect the privacy of the personal information entrusted to our care.

To fully comply, you must follow these best practices when handling private personal information:

▶ Be open and transparent—give notice and obtain consent.
▶ Be sensitive.
▶ Be a good record keeper and know where personal information is stored and kept.
▶ Be careful what you do—only collect, process and store personal information as needed and minimize the collection of data that we do not have a business purpose for or legitimate interest in processing.
▶ Be careful who you tell—ensure that we verify those who request personal data, including guests and suppliers.

▶ Be vigilant when sharing personal information.
▶ Be accurate and maintain the quality of the personal information.
▶ Be secure.
▶ Be responsive to concerns about privacy—everyone has certain rights regarding their personal information. Contact Privacy@HollandAmericaGroup.com if someone is seeking to exercise their rights.

When it comes to privacy, no question is too small or trivial so if you are unsure about a privacy issue, reach out to Privacy@HollandAmericaGroup.com. If you suspect you have disclosed personal information when you should not have, notify the Ethics, Legal and Risk Services department immediately. They will work with you to determine if it is an incident and on next steps.

Additional guidance and details on our privacy policies are available on your intranet.
WORKING WITH SUPPLIERS

To deliver the exceptional experience that our guests expect, we frequently work with third parties (also known as suppliers or vendors) to provide necessary goods and services. We work with suppliers who are ethical, meet the various regulatory and other requirements depending on their scope of work and services, and have a fully executed contract in place before any work is done.

In working with third parties, you are required to follow the Contract Authorization & Administration Policy found on your intranet to minimize potential risk and liabilities when entering into a binding contract. You must also follow the Third Party Risk Policy (SR-02) found on the Carnival Corporation Global Information and Compliance Service site. Prior to engaging with a supplier, contact Privacy@HollandAmericaGroup.com to learn more about the privacy requirements and processes.

WHEN YOU SEE SOMETHING WRONG…

We encourage you to take the phrase “If you see something, say something” very seriously. You are required to report any perceived wrongdoing or unlawful activity as outlined in the Carnival Corporation & plc Reporting of Improprieties Policy located on your intranet. This policy protects anyone who reports suspected wrongdoing in good faith.

The phrase “Better safe than sorry” also applies so if you have questions as to whether something is unlawful or improper, contact our Ethics, Legal and Risk Services department either by email at Ethics@HollandAmericaGroup.com or by phone at 844-6ETHICS (844-638-4427). In addition, the Carnival Compliance Reporting Hotline, 888-290-5105, is available 24/7. Reports may be made anonymously where allowed by local law although in some cases an anonymous report makes it more difficult for us to conduct a thorough investigation.
SOLICITATION AND DISTRIBUTION OF LITERATURE

While we all may support causes and affiliations outside of our job, we also respect that your time here at work should be free of needless or unwanted interruptions. Therefore, we do not permit the following types of solicitation in the workplace or during work time. “Work time” is defined as those hours/days when employees should be performing their job duties. It does not include your personal time such as meal periods, breaks and time before or after scheduled working hours.

- Those not employed by the Company may not solicit or distribute literature for any purpose at any time.
- You may not solicit or disturb others for any reason whatsoever during work time, and may not circulate, distribute or post non-work-related notices or other written material of any kind during work time or in working areas.
- You may not collect money on Company premises or store non-Company products on Company premises.
- You are not permitted to use the Company’s email system at any time to solicit or distribute non-Company materials in connection with the sale of any for-profit goods or services. With regard to charitable activities or support of local nonprofits, we ask that you check both with your Manager and HR before soliciting donations or participation by your co-workers.

SOCIAL NETWORKING

In general, we view participation in social networking sites, blogs, wikis, virtual worlds, personal websites and the like (collectively, “Social Media”) positively, and respect your right to use it as a medium of self-expression. We also understand that when used properly, it can be a great sales tool for engaging with our travel partner audience. The following guidelines are provided to help you access and use Social Media in a way that respects the rights of the Company, our employees, customers, partners and affiliates.

We have developed these policies to balance giving you reasonable access to Social Media activities and, at the same time, protecting our legitimate business interests. Since the use of Social Media in the workplace, for personal or business use, is a developing area, our policies may evolve over time. In the event of a natural disaster or other life/safety emergency, we may rely on public Social Media posts or other public sources to
communicate with you. Please make sure that you check your intranet frequently for our most current policies on the use of Social Media.

GUIDELINES

▶ You are welcome to participate in relevant Social Media. We fully respect your right to discuss wages, hours and working conditions with co-workers and others during non-working time and as otherwise permitted by law (“Protected Labor Activities”).

▶ When posting comments to Social Media sites including an online forum, such as a blog or private group, you may not include any trade secret or other confidential or proprietary information of the Company (including, but not limited to, financial information, business plans, operational issues, technical developments, customer information or prospects, and medical information).

▶ Questions about whether an item of information constitutes a trade secret or other confidential or proprietary information should be directed to your direct supervisor or Manager.

▶ Posting Company trade secrets or other confidential or proprietary information about the Company is grounds for immediate discharge. Consult the Carnival Corporation & plc Code of Business Conduct & Ethics on your intranet for guidance about what constitutes confidential information.

▶ You should not disclose your official Company email address or provide any Company phone numbers in connection with any Social Media. If necessary for Company business, authorization should be approved by your supervisor. If you are a member of professional social networks (for example, LinkedIn), you may use the Company email address for verification purposes only as long as it’s not displayed or disclosed publicly on such sites.

▶ You should never post personal information about another employee without their written permission.

▶ Unless used expressly for work-related activities, Social Media Accounts should be used on personal time or during authorized breaks and meal periods. Note: While we generally will not monitor your activity when engaged during personal time, if you log in or access Social Media from Company-provided electronic communication systems (for example, you use a Company-issued laptop or computer, smart phone, Wi-Fi or internet access), you should not have an expectation of privacy for any information you input or review while engaged in Social Media-related activities.
► You may not use any of the Company’s intellectual property—such as logos, drawings, trademarks, copyrights or other images or photographs—for personal or commercial purposes.

► You are personally responsible for the content you publish on Social Media and should avoid commenting on any confidential Company business matters.

► You are expected to honor our employment and operational policies while engaged in Social Media activities including, without limitation, our policies against discrimination, harassment or retaliation.

► You have the right to identify yourself as an employee of the Company on a Social Media Account; however, if you engage in discussions about our Company or our employees, then you must include the following disclaimer somewhere on the Social Media Account:

   “My views do not necessarily reflect the views of my employer.”

► You may use a Social Media Account for purposes of engaging in Protected Labor Activities, provided you never represent your views and opinions as those of the Company.

► Any content posted on a Social Media Account that identifies you as a Company employee must remain professional and respect all copyright and fair use laws. In keeping with our policies of inclusion and diversity, you may not make disparaging statements toward any individual(s), colleagues or guests regarding race, religion, gender, gender identity or gender expression, sexual orientation, disability or national origin.

► You may not post anything from a third party without written authorization or release.

► Always take a positive approach and avoid mentioning competitors especially in a negative way.

   Do: “Holland America Line is the only cruise line with XX ships sailing from Miami.”

   Don’t: “Brand X doesn’t have XX ships like Princess Cruises does.”

► Nothing in this policy is intended to curtail, infringe upon or otherwise limit your rights under Section 7 of the National Labor Relations Act, or similar state and/or federal law.
CONTACT WITH MEDIA

If a member of the media contacts you, you should politely advise them that you are not authorized to speak on behalf of the Company and direct them to the relevant brand’s Public Relations department:

**Princess Cruises** – 661-753-1530

**Holland America Line** – 206-281-3535 or 800-637-5029

**Seabourn** – 866-755-5623 within North America, 206-626-9173 outside North America

**P&O Australia (from the U.S.)** – 011-61-2-8326-4116 or 011-61-2-8326-4111.
RIGHTS AND RESPONSIBILITIES
PART 2: 
THE WORKPLACE

We established the following policies to provide a safe, healthy and comfortable work environment for all our teams in all locations.

- Smoking and Vaping
- Personal Workspace
- Personal Electronic Devices
- Workplace Monitoring
- Smart Casual Dress Code

SMOKING AND VAPING

Smoking refers to traditional tobacco products, vaping and any other substances including but not limited to cigarettes, cloves, bidis and kreteks. Vaping refers to the use of electronic nicotine systems or electronic smoking devices. These are commonly e-cigarettes, e-pipes, e-hookahs and e-cigars.

You are required to comply with all applicable state and local laws or regulations regarding smoking.

Smoking and vaping are not permitted inside any Company office or building (owned or leased), or at the site of any Company-sponsored events. As a courtesy to your colleagues and to set a professional tone for visitors, vendors and partners, you are not permitted to smoke at or near building entrances. Please use only the designated smoking areas at your location and do not discard cigarette butts or other smoking paraphernalia on the sidewalk or in planting beds.

PERSONAL WORKSPACE

Our surroundings affect our productivity. For this reason, we ask that everyone pitches in to keep our work areas, offices, meeting areas, conference rooms, break areas and kitchens neat, safe, attractive and free of clutter.

If you consume food or beverages at a workstation, meeting area or conference room, please be a good co-worker and dispose of the related trash in the appropriate receptacle and ensure the area is left clean.
It’s important to be sensitive to potential allergies your colleagues might have to strong odors, including food aromas and perfume.

Depending on work area needs and limitations, some offices or departments may enforce stricter guidelines regarding your workstation.

We all spend a great deal of time at the office. We encourage you to make your workspace your own! Please do so tastefully and in a way that does not detract from our professional atmosphere. Be considerate of colleagues who share or visit your space and avoid images, cartoons, slogans or other items that could be viewed as offensive by others.

Building codes regarding fire hazards do not permit toaster ovens, popcorn makers or other electrical appliances at your workstation.

You are encouraged to exercise the same common sense in safeguarding your personal belongings as you would in any public building since, unfortunately, the Company is not responsible for loss, theft or damage to any personal property that you bring to your workplace.

**PERSONAL ELECTRONIC DEVICES**

While you may use personal electronic devices while at work*, it is expected that it should not distract or interfere with your job performance or productivity. Please keep your cell phone on silent or low volume and use headphones as appropriate.

As a courtesy, personal conversations and discussions in work areas (including cell phone conversations) should be kept to a minimum. Whenever possible, cell phone conversations during break periods should be conducted privately and away from the work area to minimize the distraction to your co-workers. You should also avoid conducting cell phone conversations in restrooms to respect others’ privacy.

* Alaska seasonal, temporary employees are not permitted to use personal electronic devices while working.

To find your state’s guidelines on cell phones, click on your home state:

- **ALASKA**
- **CALIFORNIA**
- **FLORIDA**
- **WASHINGTON**
WORKPLACE MONITORING

We are committed to the legitimate privacy rights of our employees and, therefore, every effort is made to conduct workplace monitoring in an ethical and respectful manner. To promote the safety of employees and Company visitors, as well as the security of our facilities, Holland America Group conducts video monitoring of the public areas of its premises.

We also hold the right to search Company-assigned property, including all electronic devices, as appropriate and necessary.

SMART CASUAL DRESS CODE

You contribute to our corporate culture and reputation every day in the way you present yourself both in and out of our offices. We provide and represent a professional workplace while also permitting employees to enjoy smart casual attire year round. You are encouraged to maintain a neat, clean and professional appearance at all times and to choose attire and footwear that are practical and safe for the workplace.

Although smart casual attire is the standard daily dress code, you are expected to choose appropriate business attire when representing the Company with visitors, clients or guests, either on- or off-site.

Because not all casual clothing is suitable for the workplace, the following guidelines will help you determine what is and is not appropriate to wear to work.

Appropriate smart casual attire may include but is not limited to:

- Clean and properly fitting jeans, pants or khakis.
- Leggings and jeggings with an appropriate-length top.
- Mid-length dresses or skirts.
- Ties (optional).
- Collared shirts or sweaters.
- Clean, neat T-shirts or polo shirts.
- Sneakers or sandals.
- Hair should be neat and professional, and beards, mustaches, etc., should be neatly groomed.
Inappropriate attire may include but is not limited to:

- Headgear (hats, baseball caps, etc.) is not permitted except in accordance with religious practices or medical needs.
- Facial piercings or visibly offensive tattoos.
- Tank or halter tops, overly form-fitting or sheer garments, fishnet, extreme miniskirts, bare midriffs or revealing attire.
- T-shirts with offensive images or profanity in any language.
- Flip-flops.
- Backless dresses and/or tops.
- Cut-offs or extreme shorts.
- Ripped clothing including jeans, jackets and shirts.

We expect you to use good judgement when you dress for the office. We’ve provided the above examples but they are not expected to be a complete list of appropriate or inappropriate attire. If you report to work wearing inappropriate attire, you may be sent home without pay at management’s discretion. Frequent or intentional disregard of this policy may result in disciplinary action. Please note that depending on your work location you may have to adhere to a different dress code due to business needs or operational requirements.

While we believe our existing dress policy is sufficiently flexible, if you need an accommodation due to a disability or religious belief contact HR-Employee Relations.
PART 3: ACCOUNTABILITY

Trusting one another, acting responsibly and being accountable for our actions are vital to our team’s success. These policies clarify expectations and guide behaviors to promote integrity.

- Conflicts of Interest
- Professional Workplace Conduct
- Secondary Employment
- Employment of Relatives
- Records Management
- Access to Personnel File

CONFLICTS OF INTEREST

It’s important for our shared success to do the right thing both personally and professionally. For this reason, you are expected to avoid any situation that may involve a conflict between your personal interests and the Company’s interests. Please see the Carnival Corporation & plc Code of Business Conduct & Ethics on your intranet for more information.

- You and your immediate family (spouse, children, parents, grandparents or siblings) or members of your household may not have financial relationships with businesses that do business with the Company or any of its subsidiaries without full written disclosure and prior written approval from department management and an HR-Employee Relations representative.

- You may not benefit personally from the Company’s dealings with others, including the sale of goods or services by or to the Company, nor from opportunities that arise as a result of the use of the Company’s property, information or your position.

- During business hours, you are expected to devote substantially all of your time to Company-related work and may not conduct other business including volunteer work (unless Company sponsored), self-employment, employment with another business, personal hobbies or other non-Company matters.
While you are employed by our Company, you may not work for or be employed in any capacity by one of our competitors.

You may never accept cash gifts.

On occasion, you may accept non-cash gifts of nominal value that are consistent with business practices and which do not exceed $200 in any calendar year. Such gifts cannot influence or be perceived as influencing your judgment, be intended to embarrass you or the Company, or be of such value as to have an impact on you or the operations of the Company. If you receive a non-cash gift whose value exceeds the $200 limit or if there is any reason to question the appropriateness of a gift offered to you, you should immediately notify HR-Employee Relations.

You are required to disclose any questionable gifts and any gifts exceeding the $200 value on the Company’s Business Ethics Disclosure Form. Depending on the circumstances, the gift may be returned to the sender or donated to charity. The form is located on your intranet.

You may not promise or grant discount cruises, cruise concessions or cruise upgrades to any customer or employee without department management approval. This does not apply to designated Customer Relations employees acting within the scope of their duties on behalf of revenue customers, or to appropriate use of Company-sponsored programs such as Friends & Family.

You may not engage in any self-dealing in connection with any bookings for yourself, the members of your family or your friends and acquaintances. All requests for discounts, concessions or upgrades require written approval from department management or, if associated with our employee cruise and travel programs, must be handled in strict accordance with the rules governing those programs.

You must avoid any activities that would require disclosure of confidential information about the Company, its customers or its employees.

When engaging or hiring the services of all third parties—including vendors, suppliers, customers, contractors and all others doing business with or seeking to do business with the Company—selection should be made without bias or preference based on personal considerations. If you wish to use the services of, or purchase goods from, any individual or vendor with whom you have a personal or family relationship, permission needs to be obtained from your department management in advance.
You may not participate in Company deals to purchase, acquire or sell materials, equipment, supplies or property leases without the approval of department management.

You may participate in community, political or professional activities as an individual, but not as a representative of the Company (unless specifically authorized by the Chief Executive Officer of Holland America Group or a brand President to represent the Company). When acting as an individual, you should never state or imply that you represent the Company or the Company’s position.

You may not serve as a director, officer or trustee of another organization, or participate in the affairs of an outside organization, when those activities may interfere, compete or conflict with the Company’s interests.

**PROFESSIONAL WORKPLACE CONDUCT**

We expect everyone to accept their job-related responsibilities graciously, adopt acceptable business principles in matters of personal conduct and exhibit personal integrity at all times. We expect you to observe the highest standards of professionalism and ethics. If you demonstrate unprofessional workplace conduct or unethical behavior, immediate action will be taken.

Depending on the circumstances, we may choose to exercise our discretion and use forms of discipline that are less severe than termination including, but not limited to:

- Coaching
- Verbal counseling
- Written warnings
- Transfers or demotions
- Suspensions

Although one or more of these steps may be taken, no particular order or system is required, and we may or may not adhere to a “progressive” series of disciplinary actions in any given case. We retain the right to use whatever form of discipline we believe is appropriate under the circumstances.
GUIDELINES

Certain acts are considered so serious they normally will result in ending your employment relationship with us for a single offense. These actions may include, but are not limited to:

- Falsification, manipulation, removal or destruction of, or making a material omission on, forms, records or reports including timekeeping records, employment application materials or customer records (including cruise bookings of any kind).
- Verbal or physical threats toward persons or property; the use of vulgar or profane language toward others; disparaging or derogatory comments or slurs; verbal intimidation, name-calling or hate speech.
- Gross insubordination (for instance, refusal to carry out reasonably assigned job duties or work-related directives given by a supervisor).
- Deliberate or reckless action that causes actual or potential loss to the Company or its employees, or damage to Company or employee property, or physical injury to employees.
- Any altercation or physical assault, attempted or otherwise, such as hitting, slapping, pushing, kicking, holding, impeding or blocking the movement of another person.
- Mishandling, misappropriation or unauthorized removal or possession of Company funds and/or property, and/or the funds or property of any co-worker, including confidential or proprietary information or trade secrets.
- Stealing from co-workers, customers or clients of the Company, or from the Company itself.
- Possessing weapons or hazardous materials of any kind on Company property, while on Company business or at a Company-sponsored event.
- Failing to maintain the confidentiality of Company, customer or client information.
- Use, sale, purchase, transfer or possession of an illegal drug, or unauthorized use and/or being under the debilitating influence of a legal drug (that is, marijuana or prescription medications), while on Company property or while on Company business.
- Use, possession or being under the influence of alcohol on Company property or while on Company business (except during Company-sponsored social events at which
alcohol is provided, as long as the degree of impairment is insubstantial).

- Gross violation of Company policies.
- Discrimination in hiring, firing, pay, promotion, transfer, discipline, development or establishment of terms and conditions of employment of any employee, or retaliation against an employee who has complained about discrimination or harassment.
- Refusing to cooperate truthfully and completely in a Company investigation.
- Serious violations of safety standards.
- Violation of security and privacy practices (for instance, loaning your company photo ID-access card to non-employees or any conduct that leads to data security lapses or identity theft).
- Sleeping on the job or leaving the job/workplace without authorization.
- Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety or wellbeing of the Company, its employees, customers or property.

If you have a question about whether a particular situation would violate this policy, you should immediately discuss it with your Manager or HR-Employee Relations.

**SECONDARY EMPLOYMENT**

We recognize that personal circumstances may necessitate needing or wanting to hold another job outside your employment with our company. You are permitted to engage in outside work or hold other jobs, subject to certain restrictions based on reasonable business concerns.

We apply our policy consistently and non-discriminatorily to all employees, and in compliance with all applicable employment and labor laws and regulations.

- Outside employment must not be in an organization or position whose function would compete or cause a conflict with, or compromise the Company’s interests.
- Outside employment should not adversely affect job performance and the ability to fulfill your responsibilities to the Company.
Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, working overtime and/or working different hours. If you fail to perform as expected in your role, you may be subject to disciplinary action, up to and including termination of employment.

**EMPLOYMENT OF RELATIVES**

We recognize that personal relationships can develop and exist within the Company. To promote efficient operations and avoid the actual or perceived interference of personal relationships with the Company’s operations, you may not supervise or be supervised by, nor occupy positions in the same line of authority with, other employees with whom you have a close personal relationship.

This includes, but is not limited to, close relatives, spouses and partners, those in a dating relationship or members of the same household.

**GUIDELINES**

- Close relatives are defined as spouse, domestic partner, parent, grandparent, sibling, son, daughter, uncle, aunt, nephew, niece, in-law, step-relative and cousin.
- If you begin a dating relationship or become relatives, partners or members of the same household and one party is in a supervisory position of the other, the supervisor-level employee is responsible for informing department management and Human Resources of the relationship.
- We also reserve the right to take action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower). In these cases, one or both of the employees involved may be asked to move to different positions. The employees involved will have 60 days to resolve the situation on their own, either via transfer to another department or employment outside of the Company. If not resolved, Human Resources will present options for resolution which may include transfer or termination of employment for one of the employees.
We reserve the right to apply this policy to situations where there is a conflict or the potential for conflict because of the relationship between employees and its effect or perceived effect on co-workers, even if there is no direct-reporting relationship or authority involved.

**RECORDS MANAGEMENT**

We have established a Records Management Program for Holland America Group which facilitates the organization, retention and disposal of the Company’s records as defined within the program. This helps us operate more efficiently and effectively through ease of information retrieval and also ensures compliance with various legal requirements to retain and preserve information.

You need to be familiar and comply with our Records Management Program (found on your intranet) and all the policies, procedures and other associated documents in the Program.

**GUIDELINES**

The Holland America Group Records Management Program continues to evolve as historical differences in each brand’s retention period are aligned:

- If you know of or discover a situation requiring a decision for a common retention period between brands, please contact the Records Management team.

**CLEAN DESK POLICY**

Classify correctly. Protect properly. Store securely. Confidential documents should be shredded.

When leaving the Company or moving to another job within the Company, you are responsible for transferring any records in your control to a colleague as designated by your department management.

Records, even if they have met their retention period, must be certified by Records Management before they are destroyed.

Direct questions regarding Records Management to RecordsManagement@HAGroup.com.
**ACCESS TO PERSONNEL FILE**

Employee personnel records are maintained electronically by our Human Resources department. As required by law, some records pertaining to employees are maintained in separate files relating to medical issues and internal investigations. You may request access to view your personnel file.

**GUIDELINES**

- Requests to view your personnel file should be made in writing to Human Resources using the Request to Review Personnel File Form, found on your intranet.

- Upon receipt of your written request, Human Resources will schedule an appointment for you to view your file during normal office hours.

- For purposes of this policy, your personnel file includes records related to performance and training, as well as other records used for hiring, promotion and disciplinary decisions. Personnel files do not contain immigration documentation (I-9), reference information or medical records.

- You are not permitted to remove any documents from the personnel file; however, you may provide a written response to any document in your personnel file. Written responses will be attached to the original document in the personnel file.

- You may request copies of documents in your personnel file.
PART 4: TIME OFF

It’s important that we take time away from our jobs to rest and recharge, sharpen our focus and keep the creativity flowing. Toward that end, we offer time off with pay for:

- **Holidays**
- **Early Release**
- **Sick Leave**
- **Vacation**

**HOLIDAYS**

Holland America Group observes eight holidays each year:

<table>
<thead>
<tr>
<th>Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
</tr>
<tr>
<td>President’s Day</td>
</tr>
<tr>
<td>Memorial Day</td>
</tr>
<tr>
<td>Independence Day</td>
</tr>
<tr>
<td>Labor Day</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
</tr>
<tr>
<td>Day after Thanksgiving</td>
</tr>
<tr>
<td>Christmas Day</td>
</tr>
</tbody>
</table>

Holiday schedules for each calendar year are published on your intranet by the end of the previous calendar year.

- Active regular employees are eligible to receive holiday pay for Company-observed holidays.
- Holiday pay for full-time employees is based on the number of hours the employee would have been scheduled to work that day.
  - If a holiday falls on a nine-hour day for employees on an alternative work schedule, the employee will receive nine hours of holiday pay.
  - If a holiday falls on an eight-hour day, the employee will receive eight hours of holiday pay.
- Temporary employees, interns, contract workers and seasonal employees are not paid for Company-observed holidays.
- Regular part-time employees in active status receive four hours of holiday pay for each holiday.
- Employees on an unpaid leave of absence on a Company-observed holiday are not eligible for holiday pay.
To be eligible for holiday pay, you need to work the scheduled workday before and following the holiday, unless your absence is due to protected sick/safe time, scheduled vacation or other approved leave under applicable state law.

If an employee is on an alternative work schedule and the designated holiday falls on a day the employee would not be scheduled to work, we will designate an alternate Company holiday for that employee.

We reserve the right to designate a different day within the same pay period as the alternate Company holiday, depending on staffing needs at the time of each holiday.

If a holiday falls during your approved vacation period and is a regularly scheduled workday, you will be paid for the holiday and will not be charged vacation hours.

If your last day of employment coincides with a Company holiday, the last day actually worked prior to the observed holiday will be considered the last day of employment, and you will not receive pay for the holiday.

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**FLOATING HOLIDAYS**

We provide two paid floating holidays for regular employees that can be used anytime during the year (pro-rated for new employees for use after 90-days of employment). For each five-year increment of service, an additional floating holiday is granted (available for use in the month following your service anniversary date).

**EARLY RELEASE**

Based on business needs, departments may elect to release employees from work up to two hours early on the business day prior to an observed Company holiday.

**ELIGIBILITY**

- All active regular full-time and part-time employees who are scheduled to work the day immediately prior to the holiday will be eligible for Company-paid early release.
- Seasonal, temporary, contract employees and interns are eligible for early release without pay.
GUIDELINES

- Early release must be approved by the department Manager.
- You must work your scheduled shift up to your approved release time.
- Early release is not guaranteed and is determined by business need.
- Early release time off or pay may not be substituted for a different day.

Contact Centers maintain a separate early release policy, which is administered by Workforce Management. Details regarding eligibility will be determined and communicated prior to each Company holiday.

SICK LEAVE

We provide regular, full-time and part-time employees with paid sick days. You can find more details about your sick leave benefits on your intranet.

<table>
<thead>
<tr>
<th>Sick Leave Accrual</th>
<th>Employees on HAL Payroll</th>
</tr>
</thead>
<tbody>
<tr>
<td>Years Of Service</td>
<td>Accrual Per Pay Period</td>
</tr>
<tr>
<td>From Hire Date</td>
<td>3.08 (80 hours per year)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sick Leave Accrual</th>
<th>Employees on PCL Payroll</th>
</tr>
</thead>
<tbody>
<tr>
<td>Years Of Service</td>
<td>Accrual Per Pay Period</td>
</tr>
<tr>
<td>Hire Date – 5th Anniversary</td>
<td>3.08 (80 hours per year)</td>
</tr>
<tr>
<td>After 5th Anniversary</td>
<td>4.62 (120 hours per year)</td>
</tr>
</tbody>
</table>
VACATION

We understand how valuable vacations are! We encourage you to use your vacation as recreation and rest from the demands of your job. Vacations are scheduled with your supervisor so that necessary coverage within each department can be maintained.

You may use accrued vacation after three months of employment. Vacation accruals for part-time employees are prorated based on scheduled weekly work hours.

Effective January 1, 2019, vacation will accrue each pay period until you reach an accrual maximum of two times your annual accrual basis. For example, if you are entitled to 80 hours paid vacation, you may accrue a maximum of 160 hours of unused vacation time (or two times 80 hours) in your “vacation bank.” Once you reach 160 hours in your vacation bank you will not accrue additional hours until you use some of your banked hours.

### Vacation Accrual

<table>
<thead>
<tr>
<th>Years Of Service</th>
<th>Accrual Per Pay Period</th>
<th>Maximum Amount in Your “Vacation Bank”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hire – 3rd Anniversary</td>
<td>3.08 (80 hours per year)</td>
<td>160 hours</td>
</tr>
<tr>
<td>3 years – 9th Anniversary</td>
<td>4.62 (120 hours per year)</td>
<td>240 hours</td>
</tr>
<tr>
<td>9 or more years*</td>
<td>6.16 (160 hours per year)</td>
<td>320 hours</td>
</tr>
</tbody>
</table>

* All Holland America Line, Seabourn and Group Services employees on the HAL payroll as of December 31, 2018, who reach 20 years of service will be grandfathered under the previous program to receive 200 hours (7.69 hours per pay period) of vacation.
PART 5: LEAVES OF ABSENCE

Circumstances arise in life that require time away from work, whether it’s to care for yourself or another, serve in the military, perform a civic duty or other need. Depending on the situation and where you live, you may qualify for a leave of absence.

Aetna, our disability benefits administrator, manages FMLA, pregnancy, personal, military and leaves outlined by each state that fall outside of or before FMLA is effective. Our in-house Human Resources team and Managers administer bereavement, civic duty and sick leaves.

- Aetna-Administered Leaves
- Company-Administered Leaves
- Pay During a Leave
- Continuation of Benefits
- Return to Work
- Information on Leaves

AETNA-ADMINISTERED LEAVES

Aetna administers all leaves required under federal, state and local laws including FMLA, pregnancy and various leaves available in the state in which you work.

Aetna also performs initial intake services for a leave of absence for an Americans With Disabilities Act (ADA) accommodation and administers Company-sponsored personal leaves.

- While Aetna cannot grant approval for an ADA leave, Aetna will gather initial information regarding leaves requested for an ADA accommodation and advise us of your request. We will work with you directly to review the requested accommodation.

Personal leaves require Manager approval before you contact Aetna.

To find additional guidelines on leaves, click on your home state:

- ALASKA
- CALIFORNIA
- FLORIDA
- WASHINGTON
HOW TO CONTACT AETNA TO REQUEST A LEAVE

▶ Go online at www.AetnaDisability.com, or
▶ Call 888-714-4340 (Monday through Friday, 5 a.m.–5 p.m. Pacific Time)

Planned leaves (such as non-emergency surgery or maternity leave) should be requested, if possible, 30 days or more in advance of leave start dates. Unplanned leaves should be requested within three business days of the first day you are absent. In extraordinary circumstances, a family member may request the leave on your behalf.

When submitting a leave request to Aetna, you should have (if applicable): your health care provider’s name, address, fax and phone numbers; dates of your first, most recent and next scheduled visit with the health care provider; your last day worked; and the date you expect to return to work.

You will be notified that your request is approved, pending or denied—along with the next steps you need to take.

FAMILY AND MEDICAL LEAVE ACT

This section of the Handbook provides employees notice that is required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Leave Act (FMLA).

FMLA leaves are administered by the Company’s outside vendor, Aetna. If you have any questions, concerns or disputes with your FMLA rights, contact the HR-Global Employee Benefits department: by email at Benefits@HollandAmericaGroup.com or phone 206-336-5845.

GENERAL PROVISIONS

Under FMLA, eligible employees can take up to 12 weeks during a 12-month period. The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave.
ELIGIBILITY

To qualify to take family or medical leave, you need to meet the following conditions:

- You must have worked for the Company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive.

- You must have worked at least 1,250 hours during the 12-month period immediately before the date when the leave is requested to commence. The principles established under the Fair Labor Standards Act (FLSA) determine the number of hours worked by an employee. The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.

TYPE OF LEAVE COVERED

To qualify as FMLA leave, you must be taking leave for one of the reasons listed below:

- The birth of a child or placement of a child for adoption or foster care.

- To bond with a child (leave must be taken within one year of the child’s birth or placement).

- To care for your spouse, child or parent who has a qualifying serious health condition (under the FMLA, a “spouse” means a husband or wife as defined under the law in the state where you reside, including same-sex marriages in states that legally recognize such civil unions).

- For your own qualifying serious health condition that makes you unable to perform your job.

- For qualifying exigencies related to the foreign deployment of a military member who is your spouse, child or parent.

- If you are an eligible covered service member’s spouse, child, parent or next of kin, you may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the service member with a serious injury or illness.
AMOUNT OF LEAVE

Each time you take leave, we will compute the amount of FMLA leave you have taken in the last 12 months and subtract it from the 12 weeks of available leave. The balance remaining is the amount of time you are entitled to take at that time.

FMLA leave already taken for other FMLA circumstances will be deducted from the total weeks available. If a married couple both work for the Company and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent “in-law”) with a serious health condition, the married couple may only take a combined total of 12 weeks of leave. If a married couple both work for the Company and each wishes to take leave to care for a covered injured or ill service member, the married couple may only take a combined total of 26 weeks of leave.

YOUR EMPLOYMENT STATUS AND BENEFITS DURING LEAVE

While you are on leave, we will continue your health benefits during the leave period at the same level and under the same conditions as if you had continued to work.

YOUR EMPLOYMENT STATUS AFTER LEAVE

If you take leave for your own illness or injury, you may be asked to provide a fitness for duty clearance from your health care provider.

USE OF PAID AND UNPAID LEAVE

All paid vacation, personal and sick leaves run concurrently with FMLA leave. Disability leave for the birth of a child and for an employee’s serious health condition, including workers’ compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA.

INTERMITTENT LEAVE OR A REDUCED WORK SCHEDULE

You may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced-hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).
CERTIFICATION FOR YOUR SERIOUS HEALTH CONDITION
We will require certification for your serious health condition. You must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

CERTIFICATION FOR YOUR FAMILY MEMBER’S SERIOUS HEALTH CONDITION
We also will require certification for your family member’s serious health condition. You must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

RECERTIFICATION
We may request recertification for your serious health condition or your family member when circumstances have changed significantly, or if we receive information casting doubt on the reason given for the absence, or if you are seeking an extension of your leave. Otherwise, we may request recertification for your serious health condition or your family member’s condition every six months in connection with an FMLA absence.

PROCEDURE FOR REQUESTING FMLA LEAVE
All employees requesting FMLA leave must provide Aetna with verbal or written notice of the need for the leave. Within five business days after you have provided this notice, Aetna will provide you with the Department of Labor Notice of Eligibility and Rights.

When the need for the leave is foreseeable, you must provide the Company with at least 30 days’ notice. When you become aware of a need for FMLA leave less than 30 days in advance, you must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, you should follow the Company’s usual and customary notice and procedural requirements for requesting leave.
DESIGNATION OF FMLA LEAVE

Within five business days after submitting the appropriate certification form, Aetna will provide you with a written response to your request for FMLA leave.

INTENT TO RETURN TO WORK FROM FMLA LEAVE

We may require an employee on FMLA leave to report periodically on their status and intent to return to work.

We intend to comply with all applicable federal, state and local leave laws in responding to requests for leaves of absence.

Applicable federal, state and local leave regulations entitle you to take unpaid, job-protected leave, with continuation of group health insurance coverage under the same terms and conditions as if you had not taken leave.

All leaves need to be approved. Not all approved leaves are job-protected. When you return to work from an approved leave, you will be restored to the same job or a similar job with virtually identical pay, benefits and other conditions of employment where required by law. However, you have no greater right to reinstatement than if you had been continuously employed rather than taken leave.
In addition, you may be eligible for Company-sponsored leaves described later in this section.

You are requested to provide reasonable advance notice of the need for a leave of absence and provide valid documentation to certify the leave, and are expected to return to work each day or portion of the day that you are available to do so.

In all cases where the Company approves a leave (including leaves approved by Aetna on the Company’s behalf) you need to:

- Maintain contact with the Company and Aetna (if applicable) during the leave;
- Keep the Company and Aetna apprised of return-to-work plans, furnish timely doctor’s notes if seeking an extension of the leave (before the approved leave has expired); and
- Promptly cooperate in responding to requests for information about the leave and plans for returning to work.

Failure to adhere to these requirements may be grounds for discipline, up to and including termination of employment.

**COMPANY-ADMINISTERED LEAVES**

We provide additional leaves in special circumstances not covered by those leaves related to medical and family care.

To request the leaves described below, you should contact your Manager.

Planned leaves should be requested 30 days or more, if possible, in advance of leave start dates. Unplanned leaves should be requested within three business days of the first day you are absent.

**BEREAVEMENT LEAVE**

If you experience the death of an immediate family member, you will be granted a leave of absence for bereavement. Immediate family is defined as your spouse or domestic partner, parents (including step-parents, foster parents, parents-in-law and domestic partner’s parents), grandparents, grandparents-in-law, siblings, children (including miscarriage), children of a domestic partner, stepchildren, adopted children or any children for whom you have parenting responsibilities.

Regular full-time and part-time employees may request bereavement leave of up to 30 scheduled workdays for a
spouse or domestic partner and five scheduled workdays for all other events. The leave will be paid at the regular daily/hourly rate of pay.

Contract, temporary and seasonal employees may request up to three days of unpaid bereavement leave per event.

► We reserve the right to request proof of death and/or proof of your relationship to the deceased.

► If more days are needed than provided within the policy, you may request approval to use earned vacation time or may request a personal leave of absence.

► Generally, bereavement leave should be taken within 14 calendar days of the date of death.

► Should the death of an immediate family member occur while you are on vacation, vacation time may be changed to include, or be replaced by, bereavement leave at your request.

**CIVIC DUTY LEAVE**

We support you in fulfilling your civic responsibilities by providing time off, when necessary, to serve as a juror or witness or to vote. You should coordinate any time off for your civic duty directly with your supervisor.

**PAY DURING A LEAVE**

Employees are required to use sick, vacation and floating holiday hours for their own serious health condition and family care leaves that involve care for a family member with a serious health condition.

► For California Family Rights Act (CFRA) / Family and Medical Leave Act (FMLA) leaves that involve bonding with a newborn, adopted or foster child, accrued sick time may not be used; you are required to use accrued vacation and floating holiday hours.

► When filing a leave claim with Aetna, you will also be reviewed for Short-Term Disability (STD) eligibility. Aetna will advise the HR-Payroll department regarding the time period in which to pay disability, if any.

► If you reside in California, you may be eligible for State Disability Insurance (SDI) and supplemental STD. You will need to contact the state to file an SDI claim, and contact Aetna to file a supplemental STD claim.

► If you reside in a state that offers State Disability Insurance benefits or paid family wage replacement, you will be required to contact the appropriate state agency.
CONTINUATION OF BENEFITS

While on leave, you will be able to keep your health and other insurance benefits by continuing to pay your portion of premiums.

That means if you are still receiving pay (for example, vacation or sick time pay), regular deductions for premiums will continue to be deducted from your pay. If you are no longer receiving pay or if your pay is insufficient to cover benefit premiums (for example, you are receiving STD payments or are on an unpaid leave), HR-Global Employee Benefits will provide instructions on how to pay your portion for benefits to continue.

For questions about insurance benefit premiums while on a leave of absence without pay, please email Benefits@HollandAmericaGroup.com.

RETURN TO WORK

If a leave has been due to your own illness or injury, you will need to provide a completed Return to Work Form (available on the Aetna website—www.AetnaDisability.com—click on “My Documents” then “Download Forms”).

If your health care provider requires work restrictions for you to return to work, the medical documentation must state what the restrictions are and the duration (how long) those work restrictions are in force. These work restrictions must be approved by the Company before you can return to work.

INFORMATION ON LEAVES

You can find helpful information on your intranet, including Leave of Absence Frequently Asked Questions (FAQs)—which are also available from our leave of absence provider, Aetna.

Contact HR-Global Employee Benefits by emailing Benefits@HollandAmericaGroup.com. Reach Aetna at www.AetnaDisability.com or 888-714-4340 (Monday through Friday, 5 a.m.–5 p.m. Pacific Time).

To find additional guidelines on leaves, click on your home state:

- ALASKA
- CALIFORNIA
- FLORIDA
- WASHINGTON
Your rights, as well as responsibilities, are at the core of policies that govern work schedules, breaks, attendance, pay for overtime, travel and other circumstances that may arise.

- Employment Classifications
- Alternative Work Schedules
- Alternative Work Locations
- Attendance
- Meal and Rest Periods
- Self-Reporting of Time
- Overtime Authorization
- Payment of Wages
- On-Call Pay
- Pay for Travel Time—Non-Exempt Employees

**EMPLOYMENT CLASSIFICATIONS**

We assign every employee to one of the following employment categories unless otherwise designated by a collective bargaining agreement:

**DEFINITIONS**

- Regular full-time: Employees who work a full 40 hours or more per week on a regularly scheduled basis.
- Regular part-time: Employees who work less than 40 hours per week on a regularly scheduled basis. Note, for purposes of benefit program eligibility and participation, a part-time employee who works at least 30 hours per week will be treated in the same way as a full-time employee.
Seconded employees: Employees on loan to an affiliate Company or another location or on loan from a seagoing role for an office assignment, typically for a limited time. A seconded employee is treated as a regular land-based employee after 90 days in an office assignment. Seconded employees may work full time or part time.

Temporary employees: Employees who are paid on the Company payroll system and work a set period of time because of a short-term need. Temporary employees may work full time or part time.

Contractors: Temporary employees who are paid through a third party while on assignment at the Company.

Seasonal employees: Employees who are paid on the Company payroll system and are hired for a particular, defined season, either on a full-time or a part-time work schedule.

Independent contractors/consultants: Individuals who provide expertise or a specialized service to the Company for a specific program or project and are not employees of the Company.

In addition, all employees are classified as either exempt or non-exempt under the Fair Labor Standards Act (FLSA).

This classification reflects whether employees are entitled to receive overtime compensation under the Fair Labor Standards Act or similar provisions of state law:

- **Non-exempt employees:** Are eligible to receive overtime pay based on applicable laws, and generally are paid on an hourly basis.
- **Exempt employees:** Are exempt from eligibility to receive overtime pay, and generally are paid on a salary basis.

You should consult with HR-Compensation if you have questions regarding your classification as an exempt or non-exempt employee.

Department Managers are responsible for advising Human Resources and requesting changes in status when job duties change or extensions in employment situations for specified periods are being exceeded.
ALTERNATIVE WORK SCHEDULES

We allow an alternative workweek schedule for employees who wish to participate. Each business location determines its own set hours and schedules.

ELIGIBILITY

All regular employees may be eligible for an alternative workweek schedule if available in their office and the department to which they are assigned.

GUIDELINES

▶ Non-exempt employees must submit a request for an alternative work schedule and Manager approval is required.
▶ Non-exempt employees may not work outside of their normal scheduled hours unless approved, in advance, by department management.
▶ Employees may request to change their workweek schedule every six months.

ALTERNATIVE WORK LOCATIONS

We also provide an opportunity to work from an alternative work location for some roles. This is dependent on multiple factors including the business need, the role’s responsibilities and individual performance.

This policy applies to exempt employees and Contact Center employees in positions that are designated and equipped by the Company as telecommuter positions.

GUIDELINES

▶ You may make requests for participation on a situational basis to your department management. Management approval is required.
▶ Some roles are not suitable to be considered for remote work due to the nature or duties of the role.
▶ You must sustain satisfactory performance and attendance levels to continue to participate.
▶ You may be required to attend in-office meetings and events.
▶ We reserve the right to cancel the work arrangement at any time.
ATTENDANCE

We rely on our employees to contribute productively to the Company’s efforts. Employees who do not report for work on time, or who miss all or part of a day’s work, place an extra burden on their colleagues. Therefore, regular attendance and punctuality are essential functions of all roles and are expected of everyone.

Your attendance and punctuality may be considered when we make decisions related to pay (merit increases or bonus payments, promotions or transfers). Repeated tardiness or absenteeism negatively impacts our operations and thus may result in disciplinary action.

▶ Generally, more than six instances of unplanned absence per year is considered excessive.

▶ An absence of multiple consecutive days will be considered one instance.

▶ You are requested to notify management if you will be more than 10 minutes tardy. Notification does not excuse the tardy occurrence.

▶ Vacation and floating holidays should be scheduled and approved in advance (with as much notice as possible) to plan business operations.

▶ Prescheduled times away from work using accrued vacation, a floating holiday or sick days are excused absences for the purpose of this policy.

Contact Centers maintain a separate attendance policy which is administered by Workforce Management.

MEAL AND REST PERIODS

As prescribed by state laws, we provide all non-exempt employees with at least the minimum meal and rest periods on every workday. We strongly encourage you to take all meal periods and rest periods to which you are entitled.

GUIDELINES

▶ Each state has specific meal and rest period requirements.

▶ Employees who work more than 10 hours in a day are entitled to a second meal period.

▶ This policy applies to all regular, seasonal and temporary employees.
To ensure the Company’s compliance with applicable recordkeeping requirements, a non-exempt employee who logs in/out time entries in eTime via phone, computer log-in, time clock or direct entry into the timecard certifies that the eTime entries accurately reflect all of the actual hours and times worked during the pay period.

Meal periods are unpaid and intended to be taken separately from paid rest periods. When possible, meal periods should be taken away from the work area.

**SELF-REPORTING OF TIME**

To pay you correctly, we must have a proper accounting of hours worked. We require all employees to use our approved timekeeping system(s) to accurately record time worked and time off.

**REQUIREMENTS**

This policy applies to all regular, temporary and seasonal employees paid through Company payroll at all locations.

- Company-observed holidays will be loaded in the timekeeping systems automatically.

- You are required to enter and approve your time for each pay period.

### NON-EXEMPT EMPLOYEES

- It is imperative that hourly employees accurately and completely report all time worked daily.
- You must record time worked to the minute—no rounding of time is permitted.
- You must record the time you begin work and end work each day, including recording the time you leave for and return from the day’s unpaid meal break, if any.

### EXEMPT EMPLOYEES

- Exempt employees are responsible for accurately reporting exception or non-work time (for example, vacation or sick time).
SUPERVISOR RESPONSIBILITIES

- Those who supervise employees must approve time entered for each pay period.

- We recognize that travel occasionally prevents an approver from accessing and approving time on the day it is required. On these occasions only an approved proxy may facilitate the approval process.

- As a supervisor, you are responsible for reviewing all time approved by your proxy and providing any necessary corrections to HR-Payroll upon your return.

- You are not permitted to alter times entered by an employee. Should a correction be required at a time when the employee is not available to do so, you should print the time sheet, record the correction required and have the employee sign and date the copy upon their return. You will then approve the correction and submit the corrected time sheet to HR-Payroll for processing as soon as practically possible.

ACCURATE RECORDING OF TIME

Our Company policy does not permit a supervisor or Manager to permit, encourage or require an hourly (or non-exempt) employee to work “off the clock” or not accurately report hours worked. If you believe a violation has occurred, you should immediately contact your department management, HR-Employee Relations or the Ethics, Legal and Risk Services department.

- We prohibit retaliation against any employee who in good faith reports a violation or makes an inquiry about timekeeping rules.

- If you believe you are subjected to retaliation, or if you are asked by a supervisor or other employee to change time to reflect anything other than accurate time worked, contact Human Resources or the Ethics, Legal and Risk Services department immediately.

Any employee who engages in any inappropriate manipulation of the Company’s time-tracking records, fails to record accurate work time or otherwise violates the Company’s policy regarding time recording and exception reporting may be subject to disciplinary action up to and including termination of employment.
OVERTIME AUTHORIZATION

On occasion business requirements necessitate working additional hours to complete tasks or support business operations. The Company follows all statutory applicable state pay requirements and pays hourly non-exempt employees for all hours worked at the appropriate rate of pay as defined by the state in which they reside at the time they are working.

GUIDELINES

- The Company pays hourly non-exempt employees for all hours worked in accordance with the appropriate statutory requirements.
- Hours paid for national holidays, vacation, floating holidays, sick time or other paid leave are not considered to be hours worked for the calculation of overtime.
- Management approval is required in advance for all overtime worked.
- Repeated and/or willful disregard of this policy may result in disciplinary action, up to and including termination of employment.

PAYMENT OF WAGES

Your paycheck will have a stub that itemizes your pay along with the various deductions required by law or based on your benefit elections. You should keep this information for your personal records.

We offer direct deposit of your payroll payments, and also maintain a program under which you may access your earning statements electronically through ADP, our Payroll Administrator. To reduce paper waste, we strongly encourage you to choose direct deposit and suppress the printing of pay statements.

- If an error should occur on your paycheck, report it to your Manager or HR-Shoreside Payroll immediately so action may be taken to correct the error.
- We pay employees every other Friday. If a payday falls on a holiday, paychecks/pay statements will normally be issued on the last business day before the holiday.
- To ensure proper withholding and deductions from your paycheck, it is important that you keep your pertinent personal information (address, number of dependents, etc.) up-to-date in the Employee Self-Service system known as ESS and submit new tax withholding forms if your situation changes.
ON-CALL PAY

At times you may be required to serve in an on-call capacity to respond to an unforeseen circumstance or emergency. If either arises, you may be required to report to work after the end of your regular shift and before the beginning of your next scheduled shift. Pay will be determined in accordance with local applicable laws.

PAY FOR TRAVEL TIME—NON-EXEMPT EMPLOYEES

At times some non-exempt positions within the Company require travel for business purposes.

We will follow all statutory pay requirements and pay non-exempt employees for travel time while traveling on Company business.

- We pay for all time you spend traveling on Company business, whether or not the travel occurs during normal business hours and regardless of the mode of transportation used.

- You are responsible for accurately recording all hours in eTime, and working with your department Manager or supervisor to ensure all hours are properly reported at either the travel rate or the normal rate of pay.

- Management approval is required in advance for all business travel, as well as any work-related activities on business travel that occur outside of regular working hours. Except for approved paid travel time, you may not perform any work during your time-off hours without prior approval from your supervisor.

For more information, contact the HR-Payroll department at ShoresidePayroll@HAGroup.com.
WORKING HOURS AND PAY
PART 7: BENEFITS OVERVIEW

We offer a comprehensive package of benefits you can tailor to fit the needs of you and your family. We pay for many of these benefits, while you share in the cost of others, depending on the choices you make. Our benefit programs are designed to support your physical and emotional health, wellbeing and financial health as well as provide protection for your family.

This section includes a high-level summary of benefit plans. It is not a comprehensive plan document. Should any discrepancies occur between this summary and the official plan documents, the official plan documents will govern.

For details on available benefit programs, eligibility rules for you and family members, and costs, see the Benefits Guide for your location and brand, which can be found on your intranet or obtained by emailing HR-Global Employee Benefits at Benefits@HollandAmericaGroup.com.

HEALTH AND WELLBEING BENEFITS

MEDICAL INSURANCE

You may choose from several medical plans. Not all plans are available in all locations. We share the cost of these plans. Part-time employees are only eligible for employee-only medical coverage.

- **Consumer-Driven Health Plans (CDHPs)** (available in all locations) – Qualified high-deductible health plans that can work with a Health Savings Account. You have the flexibility to use any provider; however, if you use an in-network provider the plan pays a higher amount for covered services.

- **Preferred Provider Organization Plan (PPO)** (available in all locations) – A more traditional plan where you make co-payments for office visits and prescriptions. Like a CDHP, you have the flexibility to use any provider; however, if you use an in-network provider the plan pays a higher amount for covered services.
Health Maintenance Organization Plan (HMO) (available in California and Florida only) – Offers comprehensive medical coverage through an exclusive network of providers. You typically make a co-payment for covered services.

You may elect to opt out of medical coverage. As long as you certify you have medical coverage from another source, you will receive a stipend of $20 per pay period.

DENTAL INSURANCE

Employees may choose between two dental plans. The Company shares the cost of the plan with you.

- Delta Dental: Preferred Provider Organization Plan (PPO) – You can use any dental provider, but the plan pays a higher level of benefits when you use an in-network provider. This plan pays 100% for diagnostic and preventive services, and provides coverage for basic and major services. Orthodontia coverage is also available on this plan.

- Delta Dental: Health Maintenance Organization Plan (HMO) – Like a medical HMO, you must select a participating provider and receive your care from that provider to have any coverage. You pay a fixed co-payment for each covered dental procedure, and there are no annual deductibles or maximums. Many diagnostic and preventive services are covered at 100%. This plan has a limited provider network in some areas.

VISION CARE PLAN

Vision coverage is provided by Vision Service Plan (VSP). Coverage includes annual eye exams, hardware and discounts on frames and contact lenses.

TAX-ADVANTAGED SAVINGS/SPENDING ACCOUNTS

- Health Savings Account – A bank account you can use to pay out-of-pocket health care expenses, or save for expenses you have in the future—and save on taxes at the same time. If you enroll in a CDHP, an HSA will be opened for you (unless you decline it). The Company makes a contribution to your HSA when you are enrolled in a CDHP medical plan.

- Health Care Flexible Spending Account – The Company offers a convenient way to pay for out-of-pocket health
care expenses on a pre-tax basis. The Flexible Spending Accounts offered are a Health Care Spending Account (used with a PPO or HMO medical plan) and a Limited Purpose Health Care Spending Account (used with a CDHP for dental and vision expenses only).

- Dependent Care Flexible Spending Account – You can set aside $5,000 per year ($130 minimum) to pay for dependent care expenses for children under age 13, disabled parents or others who qualify as your dependents under IRS regulations. These expenses can be reimbursed from your Flexible Spending Account only if necessary to enable you and your spouse to work.

**LIFE INSURANCE, AD&D AND DISABILITY COVERAGE**

**LIFE INSURANCE**

Life insurance protects the people who are important to you in the event you die. We provide eligible employees with a Basic Life Insurance benefit. You can choose to increase the amount of life insurance coverage you have with Employee Supplemental Life Insurance. You pay the cost of supplemental life and may need to provide evidence of insurability for some levels of coverage.

If you enroll in Employee Supplemental Life Insurance, you can also choose to purchase coverage for your dependents. Dependents include your spouse or domestic partner and your children under age 26.

**ACCIDENTAL DEATH & DISMEMBERMENT (AD&D) INSURANCE**

Accidental Death & Dismemberment Insurance provides a cash benefit in the event you die or are dismembered as the result of an accident. If you purchase this coverage, you can also purchase coverage for your dependents.

**SHORT-TERM DISABILITY (STD) COVERAGE**

Short-Term Disability pays a portion of your salary when you are unable to work because of an accident or illness. We pay for basic STD for all employees. You can choose to increase the amount of coverage you have and you pay the cost for these additional benefits.

Employees who work in states where there is a state-covered disability program will receive benefits under that state’s plan.
LONG-TERM DISABILITY (LTD) PLAN

Long-Term Disability coverage pays a portion of your salary if you have been unable to work for 180 days.

We provide Basic LTD at no cost to employees. You may be able to increase the benefits available by purchasing Supplemental LTD. Provisions of this coverage vary by state and brand, so please see the Benefits Guide on your company intranet for your brand and location for details.

EMPLOYEE ASSISTANCE PROGRAM AND WORK/LIFE RESOURCES

We provide a confidential counseling resource, at no cost to eligible employees, for personal issues you or your dependents may be experiencing.

The program also has resources for legal and financial services, as well as referrals and research services, to help you manage caregiving, education and other needs.

BUSINESS TRAVEL ACCIDENT & ASSISTANCE PLAN

Extra insurance coverage is provided at no cost to employees in the event of accidental death, dismemberment or other medical emergency while traveling on Company business.

VOLUNTARY BENEFIT PROGRAMS

You can also choose to participate in several voluntary benefit programs that meet specific needs for individuals. Voluntary benefits are employee-paid through payroll deductions. For information about the programs and how to enroll, please see the Benefits Guide for your brand and location.

- **AFLAC Accident Advantage Plus** – Helps pay out-of-pocket expenses and bills for covered accidents—expenses not covered by major medical insurance such as ambulance transportation, medical appliances, emergency room visits, etc.

- **AFLAC Critical Illness** – Provides a lump-sum benefit if you are diagnosed with a covered critical illness.

- **AFLAC Hospital Indemnity** – Helps pay out-of-pocket costs for hospital stays, including benefits for in-patient and out-patient services.
- MetLaw through Hyatt Legal Services – Provides phone and office consultations for an unlimited number of matters with the attorney of your choice. During the consultation, the attorney will review the law, discuss your rights and responsibilities, explore your options and recommend a course of action.

**RETIREMENT AND STOCK PLANS**

**RETIREMENT SAVINGS PLAN – 401(k)**

You can save on a pre-tax basis in the plan and we will match your savings each pay period. The 401(k) plan provisions vary by brand, so please check your intranet for additional details.

**CARNIVAL EMPLOYEE STOCK PURCHASE PLAN**

You may also participate in the growth and profitability of Carnival Corporation & plc through a stock purchase program that enables you to buy Carnival stock at a discount from the market price. Full-time employees and part-time employees who work at least 15 hours per week are eligible to participate in the first available Offering Period after six months of consecutive employment.
The Company offers:

- Travel and Cruise Programs
- Service Awards
- Discounts on Local Goods and Services

**TRAVEL AND CRUISE PROGRAMS**

**EMPLOYEE SPACE AVAILABLE PROGRAM (ESA)**

It is key to the success of our business that you experience—and enjoy—our products and services. The Employee Space Available Program promotes learning and awareness of these products and services by offering unsold staterooms at a reduced cost. Availability under the program is limited, and the number of employees on any sailing may also be limited.

Eligible for this program are:

- All full-time and part-time non-seasonal employees with a minimum of one year of continuous service.
- Non-union, seasonal employees with a minimum of two consecutive seasons in which they work at least 400 hours.

Eligible employees who are not actively employed (either on a medical or personal leave of absence) may not take a cruise until they have returned to active employment with the Company.

**GUIDELINES**

- Eligible employees may apply for one cruise per year up to their four-year anniversary and two cruises per year after their four-year anniversary (except seasonal employees who are eligible for one cruise per season after working two consecutive seasons).
- Employee Space Available cruises can only be taken using available accrued vacation days and with supervisor approval.
- Employees may apply for Employee Space Available cruises of up to 14 days in duration, provided they have adequate vacation time available.
Requests for cruises over 14 days in duration must be approved by a Director or above.

ESA cruise privileges are available to employees on a calendar year basis, and cannot be carried over from year to year (except seasonal employees, who have from the date their contract ends through December of the following year from their last date worked to use their cruise privilege).

For more information, please refer to the ESA policies found on your intranet or contact HR-Global Employee Benefits at Benefits@HollandAmericaGroup.com.

**FRIENDS & FAMILY PROGRAM**

Under this program, employees who have completed six months of service can offer close friends and family members the opportunity to sail at a discount. Please refer to your intranet for details, including the full policy.

**SERVICE AWARDS**

We value our long-term employees’ knowledge and experience, and celebrate the milestones in their careers with our service awards program.

Employees are eligible for a service award at each five-year increment (for example, 5, 10, 15, 20 years, etc.) beginning with completion of the first five years with the Company.

Recognition includes a certificate, and a pin and/or a gift based on the years of service.

**DISCOUNTS ON LOCAL GOODS AND SERVICES**

We have negotiated with local businesses to provide discounts on dining and specialty foods, health and wellness goods and services, theme parks and other activities, and much more. Information about these discounts is posted on your intranet. Check regularly for updates.
PART 9: GROWTH, DEVELOPMENT AND CAREER OPPORTUNITIES

We support and encourage you to develop your business knowledge and experience and move your career forward.

To foster personal and professional growth, we offer a wide variety of resources as well as frequent job opportunities so you can advance along new and rewarding paths.

Many of these resources are found in the online Talent Center, a “one-stop shop” for your career. It is home to the Career Center, performance management including reviews and goals, and the Learning Center which contains the “Discover U Course Catalogue.” Access the Talent Center via your intranet.

▶ Career Center
▶ Performance Reviews and Goals
▶ Learning Center
▶ Education Assistance Program

CAREER CENTER

EXPLORE INTERNAL OPPORTUNITIES

While external postings live on our brands’ websites, departments may promote a position internally first by listing the opening in the Talent Center. Check the site to discover new job postings, including skill and education requirements and responsibilities, then apply.

REWARD FOR REFERRAL PROGRAM

We know you know the very best local talent and encourage you to refer skilled friends and former co-workers for job openings. All regular full- and part-time employees, as well as seasonal employees, are eligible to receive a cash referral reward if the person is hired. Referral reward amounts are based on the type of position being filled and may change from time to time.

Submit your referral via the Talent Center. (Program excludes Directors and above, as well as Talent Acquisition team members.) See your intranet for details.
PERFORMANCE REVIEWS AND GOALS

It’s important for team members and leaders to have regular conversations throughout the year to share insights and feedback while moving the department forward in strategic ways. Annual performance reviews are a time when you and your supervisor can set aside the day-to-day and focus on you—your accomplishments, goals, opportunities for growth and role in your team’s future success.

Annual performance reviews and goals are found in the online Talent Center under the Performance tab at top.

LEARNING CENTER

HR–Global Learning and Development supports learning opportunities organization-wide to close performance gaps, enhance performance and empower individual development.

COURSES AND INSTRUCTION

HR–Global Learning and Development’s schedule of instructor-led courses—many offered virtually—includes resources to strengthen teams; foster communication; enhance job-specific skills; and advance coaching, motivation and engagement skills. Check out the latest course offerings by visiting the online Talent Center under the Learning tab > Events Calendar.

LEARNING LIBRARY

Recognizing the desire for professional and personal development, the HR-Global Learning and Development team has gathered a collection of books on business, leadership, team building, management and other topics. These books are yours to explore using the honor system (please return them within 30 days).

ONLINE RESOURCES

Visit the HR–Global Learning and Development site on your intranet for offerings, opportunities, assistance and many other resources.
**EDUCATION ASSISTANCE PROGRAM**

Providing financial assistance for ongoing education is one way we help support your professional growth. To encourage educational enrichment for career development, we will reimburse you for qualified educational expenses from accredited educational institutions, business associations or professional organizations. Here are the guidelines:

**ELIGIBILITY**

- All active, land-based, full- and part-time employees of Holland America Group are eligible for education assistance upon completion of three months of continuous employment prior to the time of job-related course enrollment.
- Seasonal employees are not eligible for education assistance.

**GUIDELINES**

- Courses must be taken at an accredited college or university, trade school or technical institute. Proof of accreditation will be required for all submissions. Information on whether a school is accredited can be found in the school catalog or website.
- Courses are to be taken outside normal working hours. If courses are only available during your work hours, you must obtain approval from your supervisor.
- Courses must be directly related to your work. Unrelated courses required to obtain a degree are acceptable, provided the degree is directly related to your current and/or future work at the Company.
- Alternative methods of obtaining course credit, such as testing out of a course, may be considered on an individual basis at the discretion of HR-Global Learning and Development.
- Professional certifications (including preparatory classes and exams) and seminars are eligible for reimbursement. However, you should first contact your supervisor for approval and reimbursement by your department.
Reimbursement is contingent upon you earning a passing grade ("C" or better). If the course is a "Pass/Fail," a "Pass" is acceptable. Failure to satisfy the minimum passing grade will result in denial of reimbursement.

You will not be eligible for education assistance if you withdraw from an approved course.

The year in which the reimbursement request is submitted will determine the calendar year to which the reimbursement applies.

Reimbursement will not be granted to former employees after termination of employment regardless of prior approval of reimbursement eligibility and satisfactory completion of the course.

Employees whose position is eliminated due to organizational changes may be reimbursed for courses in session at the time of their position elimination upon providing the required documentation within six months of their severance termination date. No new enrollments will be accepted or reimbursed following notification of a position elimination.

EXPENSES ELIGIBLE FOR REIMBURSEMENT

In accordance with this program, we will reimburse you for the following expenses:

- Tuition
- Registration
- Books
- Lab fees

Excluded expenses are:

- Transportation
- Parking
- Meals
PART 10: SAFETY IN THE WORKPLACE

We are dedicated to preserving the safety and security of our employees and guests while operating in ways that protect the oceans we sail and the ports and destinations we visit.

► Health and Safety
► Workplace Violence
► Inclement Weather and Office Closures
► Visitors
► Reporting Work-Related Illnesses or Injuries
► Driving for Company Business
► Drugs and Alcohol

HEALTH AND SAFETY

We have a long-standing philosophy of high standards and rigorous practices to ensure the safety, health and wellbeing of all our employees.

These guidelines serve to outline our commitment and the role you play in maintaining a safe and healthy workplace.

► You should keep your work areas free of potential hazards.
► You must immediately report any unsafe conditions to your Manager or Facilities department for your location.
► You must comply fully with the HA Group and Carnival Corporation & plc Health, Environmental, Safety, Security (HESS) and Sustainability Policy, which is on your intranet.
► If you are injured or experience discomfort in the course of employment, report it immediately to your Manager and HR-Global Employee Benefits. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately.
► We prohibit retaliation of any kind for reporting a safety issue or a work injury.
When in Company buildings, all employees and visitors must display a valid Company photo ID or Visitor’s Pass at all times. Anyone without either will be denied access to restricted areas of the building, including stairs and elevators, by lobby Security Guards or Company representatives. Employees must never lend their photo ID to others or allow others to enter our buildings on their ID swipe. If you see someone in the building whose Company photo ID is not displayed—including former employees or employees on leave of absence—ask to see that person’s Company photo ID or report their presence to your Manager, supervisor or the building security team.

HEALTH, ENVIRONMENT, SAFETY, SECURITY (HESS) AND SUSTAINABILITY

Safeguarding our guests, our employees, our ships and the environment in which we live and operate is not only the right thing to do, it is essential to the successful conduct of our business. These are very high standards and require substantial efforts to achieve. They are only reachable if each of us, whether shipboard or land-based, takes personal responsibility for doing so in every task we pursue.

Holland America Group is committed to:

- Safeguarding the health of our guests, officers and crew, and land-based employees.
- Protecting our environment, and using resources efficiently and sustainably.
- Operating all ships and land-based assets safely to prevent damage, injury or loss of life.
- Ensuring the security of all.

In carrying out these critical responsibilities, we will:

- Comply with all applicable laws and regulations and adhere to appropriate industry standards.
- Identify Managers responsible for performance and ensure clear lines of accountability.
- Strive for continuous improvement in our health, environment, safety, security and sustainability programs.
- Set and achieve measurable objectives and targets, and conduct regular reviews.
- Take all appropriate precautions to prevent injury to our guests, our colleagues and ourselves.
- Prevent pollution through the efficient and responsible use, recycling and disposal of resources.
Monitor our efforts through periodic reviews and audits, take prompt action on identified findings and learn from our mistakes by promptly reporting, investigating and responding to incidents and near misses.

CARNIVAL CORPORATION & PLC AND OPERATING LINES’ COMMITMENT TO HESS AND SUSTAINABILITY

- Protecting the health, safety and security of our guests, employees and all others working on behalf of the Company, thereby promoting an organization that always strives to be free of injuries, illness and loss.

- Protecting the environment, including the marine environment in which our vessels sail and the communities in which we operate, and always striving to prevent adverse environmental consequences and use resources efficiently and sustainably.

- Complying with or exceeding all legal and statutory requirements related to health, environment, safety, security and sustainability throughout our business activities.

- Assigning health, environment, safety, security and sustainability matters the same priority as other critical business matters.

WORKPLACE VIOLENCE

As part of our commitment to workplace safety, Holland America Group is determined to provide a work atmosphere that is free from violence and the threat of violence.

We do not tolerate violent or threatening conduct, of any kind, toward another person. Any employee who violates this policy is subject to immediate termination of employment. Violations include, but are not limited to:

- Striking, punching, slapping or assaulting another person.
- Fighting or challenging another person to a fight.
- Grabbing, pinching or touching another person in an unwanted way (whether sexually or otherwise).
- Intimidating acts or physical conduct, such as blocking an employee’s normal movement.
- Engaging in dangerous, threatening or unwanted horseplay.
- Bringing a gun, knife or other weapon of any kind onto Company property or areas designated for Company use, including parking lots or other exterior premises.
- Threatening harm to or harming another individual, personally or via any telephonic, electronic, or other communication device.
Throwing items directed at another person or in reckless manner, regardless of whether another is struck.

This policy applies not only to our regular work locations, but also to Company-sponsored events off-site and our cruise ships.

In appropriate cases, we may seek criminal prosecution of any employee who is suspected of violent conduct.

We are committed to cooperating fully with law enforcement authorities in any investigation they may initiate, whether or not the Company has filed a complaint.

Please immediately report any violent or threatening behavior to your Manager, the HA Group Security Hotline at 661-753-2762, or HR-Employee Relations. All such complaints will be thoroughly investigated without retaliation.

In the event of an imminent threat or emergency, call 911 immediately.

**INCLEMENT WEATHER AND OFFICE CLOSURES**

Our business runs 365 days a year to support land-based employees, officers and crew, and guests year round. Our goal is to remain open during most periods of inclement weather; however, when extraordinary circumstances warrant, due to weather or other unforeseen business interruption, we reserve the right to close a facility. Should this occur, you are encouraged to listen to radio broadcasts during periods of adverse weather to find out if your facility is open or closed on a given day, contact your department Manager, or call the Emergency Information Number for your location (typically located on your Company photo ID).

- Call the Emergency Information Number to receive instructions by recorded message. The message will be updated as the situation changes. Please check the message each morning and evening until you receive instructions to report to work.

- For all locations: 866-880-8882.

- For employees who have registered to receive the alerts, an auto-generated notification will be sent with instructions. If you have not received the notification, call the Emergency Information Number.
If a Company office is closed due to a disaster situation or other event that may disrupt the normal business operation:

- Certain jobs/departments may be relocated to a business recovery facility that will be identified in the recorded message.

Regardless of whether the facility remains open or closed on an inclement day, it is each employee’s decision to determine if they can safely arrive at work under the conditions. If you elect not to work on a given day, we request the courtesy of a phone call to your Manager or supervisor advising them of your status for the day, prior to the beginning of the workday.

VISITORS

All non-shoreside employees—including visitors, inspectors, delivery personnel and regular vendors—are required to sign in with the building lobby Security Guard and receive a temporary Visitor’s Pass. The pass must be worn at all times while on Company premises and then surrendered upon departure.

- Visitors and guests are not allowed in office areas before or after business hours or on days on which the employee is not scheduled to work, except with department Manager approval.

- Visitors who are 17 or younger require written or verbal approval from your department Manager:
  - If unable to receive approval, the visitor will not be granted entry.
  - If approved, they are not to be left alone or unescorted at any time. This includes areas such as lunchrooms, breakrooms or other restricted areas.

To expedite your visitor’s access, please follow these procedures:

- Get approval in advance.
- Arrange to meet visitors and pick up deliveries in the lobby.
- Greet and accompany all visitors, including delivery personnel, for the duration of their visit.
- Ensure your visitor has obtained a Visitor’s Pass, which it is clearly displayed and is returned upon their departure.
REPORTING WORK-RELATED ILLNESSES OR INJURIES

- You must immediately report all injuries and work-related illnesses, regardless of severity, to your supervisor.
- The supervisor is required to:
  - In the event of a serious or life-threatening emergency, call 911 immediately.
  - In the event of a non-life-threatening emergency, notify your floor First Responder(s) (designated by the red ERT placard), HR-Global Employee Benefits or Facilities.
  - Complete the required paperwork as soon as possible.

Any employee who suffers from an on-the-job injury or illness, no matter how minor, must immediately report the injury or illness to their supervisor or, if the supervisor is unavailable, contact the Human Resources department, preferably HR-Global Employee Benefits at Benefits@HollandAmericaGroup.com.

For employees in the state of Washington, workers’ compensation is managed by the Department of Labor and Industries. To file a claim online, click here.

For employees in any other state, the workers’ compensation carrier is Travelers. The Travelers phone number is 800-832-7839.

DRIVING FOR COMPANY BUSINESS

Employees assigned to driving duties (“drivers”) must at all times meet the following criteria:
- Drivers must have a current, valid driver’s license for the state in which you perform your driving duties.
- Drivers must maintain a clean driving record.
- Both criteria above apply to any employee driving a Company vehicle or driving on Company business.

GUIDELINES

- Drivers must observe all safety, traffic and criminal laws of the state in which they are driving.
- No driver may consume alcohol or illegal drugs while driving a Company vehicle, while on Company business, while in a Company vehicle or prior to their shift if such consumption would result in a detectable amount of alcohol or illegal drugs being present in their system while on duty.
No driver may consume or use any substance, regardless of legality or prescription status, if, by so doing, the driver’s ability to safely operate a motor vehicle and carry out other work-related duties would be impaired or diminished.

No driver may pick up or transport non-employees while in a Company vehicle or on Company business, unless there is a work-related need to do so.

Any illegal, dangerous or other conduct while driving that would tend to place the lives or property of others at risk is prohibited.

The employee is responsible for paying any tolls, parking fees (except when incurred as part of regular job responsibilities) or moving violations associated with the operation of the vehicle. Violations or late fees will not be paid by the Company and should be reported to an appropriate supervisor at the earliest possible opportunity.

The driver must follow applicable state laws regarding cell phone usage while driving.

Any and all accidents must be reported to the Passenger Claims department. The driver agrees to cooperate in the investigation and settlement process of any claim.

The Company’s regular automobile liability insurance is only valid in the United States and in Canada (excluding British Columbia). Liability insurance for B.C. residents is handled in accordance with B.C. law. Company-leased vehicles should not be driven outside of the insured territory. Specifically, U.S. vehicles must not be driven in British Columbia.

**DUTY TO REPORT**

Anything a driver does in connection with the operation of motor vehicles can affect that driver’s fitness for duty or insurability as a driver. Regardless of fault, circumstance, on- or off-duty status, time or place, any driver who receives a traffic citation from or is arrested by a law enforcement officer, or who is involved in any kind of accident while driving, must inform an appropriate supervisor or Manager about the incident immediately or as soon as possible thereafter.

Any employee who violates any part of this policy, or who becomes uninsurable as a driver, may be subject to disciplinary action.
DRUGS AND ALCOHOL

In our continued commitment to providing a safe workplace for employees, we maintain a drug-and-alcohol-free workplace. It is essential that you understand and follow the policies we have in place for everyone’s protection and wellbeing.

- The purchase, sale, transfer or possession of any form of illegal or unauthorized drugs or any type of drug paraphernalia is not permitted on Company property at any time. This includes prescription medications that have not been lawfully obtained or are used other than as prescribed.

- Reporting for work under the impairment of alcohol, illegal drugs or lawfully/unlawfully obtained prescription medications is not acceptable, nor is the consumption of alcoholic beverages during scheduled shifts in shoreside offices or during work-related ship visits.

- Alcohol may be served at company-sponsored social events or programs with the approval of executive management, or in approved situations where your responsibilities include entertaining a vendor or client. However, in these situations we expect you to behave responsibly and comply with any applicable provisions in the Business Travel & Entertainment Reimbursement Policy as posted on your intranet.

- When traveling on board our ships for personal vacations, we understand alcoholic beverages are often part of celebrating with friends and family. We ask you to remember your behavior reflects on your professionalism as a representative of our company and also on your co-workers and shipboard colleagues.

- Anyone under age 21 is not allowed to be served or consume alcohol on any company property (including our ships) or at company events.

If we believe there has been a serious violation of these policies, we may ask you to submit to drug or alcohol screening or allow a search of your work area, personal belongings or vehicle.

If you are facing challenges with drugs, alcohol or prescription drugs, we provide support and resources through our confidential Employee Assistance Program. This support includes taking a leave of absence for substance abuse treatment (refer to your Benefits Guide and Leaves of Absence in this Handbook for more information).
SAFETY IN THE WORKPLACE
PART 11: VOLUNTARY SEPARATION OF EMPLOYMENT, RETIREMENT TRAVEL PRIVILEGES

We recognize that life and circumstances change. Should your employment come to an end—whether to take a new job, retire or for other reasons—here is what to expect as you make your transition.

- Voluntary Separation of Employment
- Retirement Travel Privileges

VOLUNTARY SEPARATION OF EMPLOYMENT NOTIFICATION

We understand some employees may choose to leave one of our companies to take an opportunity elsewhere and while it saddens us to lose a valuable team member, we also want to support a positive situation for you and an orderly transition of responsibilities for everyone in your department. As a courtesy to your colleagues, you are asked to give at least two weeks’ written notice to your supervisor and/or HR-Employee Relations when resigning.

Written notice should include:

- The effective date of resignation.
- The reason for leaving.
- Your last day of work, if different than the resignation date.
- Your electronic or hand-written signature.

Once your resignation has been submitted, you will be contacted by a member of HR-Employee Relations to discuss the exit process and answer any questions.

EXIT MEETING AND FINAL PAY

We strive to be an employer of choice and exit interviews help us learn what we can do better to attract and retain outstanding employees. Your meeting with a member of the HR-Employee Relations team will provide you with benefits-related and other information to ensure a positive transition. At this meeting, all Company-issued IDs, equipment and materials will be collected and you will receive your final pay per state guidelines.
RETURN OF COMPANY PROPERTY

Any security or identification cards, Company-furnished uniforms, tools and equipment, credit cards or other Company property must be returned on your last day of work unless otherwise instructed.

REFERENCES AND VERIFICATION OF EMPLOYMENT

When you are looking for positions outside the Company, we unfortunately cannot provide professional references in an official capacity. You are welcome to ask your colleagues to provide a personal reference.

The Work Number (see your intranet for details) is the service provider for verification of employment for all employees up through the Director level. Information verified through this service includes:

- Employee name
- Dates of employment
- Positions held
- Final pay rate (upon authorization by the employee)

Verification of employment for Vice Presidents and above is completed through HR Solutions at HRsolutions@HAGroup.com or 661-753-2945.

RETIREE TRAVEL PRIVILEGES

EMPLOYEE SPACE AVAILABLE (ESA)

The Employee Space Available (ESA) Program for retirees (based on length of service) shows our appreciation for your dedication to the company by offering unsold staterooms at a reduced cost. Availability under the program is limited, and the number of employees on any sailing may also be limited.

This policy applies to all retired regular and seasonal land-based employees of Princess Cruise Lines, Holland America Line and Seabourn and covers ESA travel on Princess Cruises, Holland America Line and Seabourn voyages.
Eligibility

All non-union retirees of all Holland America Group business units and departments who fulfill one of the following requirements:

► Age 55 at the time of retirement with a minimum of 20 consecutive years of service.

► Age 60 at the time of retirement with a minimum of 15 consecutive years of service.

► Any employee who retires from a position of Director or above with a minimum of 15 consecutive years of service.

Policy

Retirees of Holland America Group brands are eligible to apply for two ESA cruises, up to 14 days each, on Princess Cruises, Holland America Line or Seabourn ships every year (limit of one Seabourn cruise per year). ESA cruise privileges are available to retirees on a calendar year basis, and cannot be carried over from year to year.

FRIENDS & FAMILY

Retirees may apply for Family & Friends sailings on the brand under which they were employed.

Information can be obtained by contacting the applicable email addresses below.

Note: Friends & Family rates for retirees do not extend beyond the retiree and guests the retiree has booked in their stateroom.

► Princess Cruises: ESA@PrincessCruises.com

► Holland America Line: ESA@HollandAmerica.com

► Seabourn: ESA@Seabourn.com

Retirees are eligible for specific stateroom options based on their seniority and job level at the time of retirement and may upgrade these options by paying a daily upcharge based on the level of stateroom selected. Please refer to your intranet or contact HR-Global Employee Benefits for more information at Benefits@HollandAmericaGroup.com.
PART 12: STATE SUPPLEMENTS

ALASKA SUPPLEMENT

To the extent any employment policy contained in the Employee Handbook is different than or in conflict with a policy contained in this supplement, the policy in this supplement shall apply to Alaska employees. If employees have any questions about this supplement, they should contact their Human Resources representative.

MEAL AND REST BREAKS

- 30-minute meal periods for shifts over five hours.
- 15-minute rest periods for shifts 3½ hours or longer.
- While Alaska does not require employers to provide rest periods for employees 18 or older, the Company has elected to provide this paid rest period. Pursuant to federal law, any rest period less than 20 minutes must be paid.

CRIME VICTIM LEAVE

Eligible employees may take time off from work to respond to a subpoena or a request by a prosecuting attorney to attend a court proceeding for the purpose of giving testimony. Employees are eligible for time off under this policy if:

- The employee is the victim of the crime at issue;
- The victim is a minor, incompetent or is incapacitated, and the employee is living in a spousal relationship with the victim, or is the victim’s parent, adult child, guardian, or custodian; or
- The victim is deceased, and the employee was living in a spousal relationship with the deceased victim prior to death, or is the deceased victim’s parent, adult child, sibling, grandparent, or grandchild, or has been legally designated as an interested person.

Employees who are the perpetrator of the crime are not eligible for time off.

Time off under this policy will not be paid except that exempt employees will not incur any reduction in pay for a partial week’s absence for leave to appear as a witness and will otherwise be paid in compliance with applicable law.
OVERTIME

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime. All overtime must be approved in advance by the employee’s supervisor. Working overtime without prior authorization may result in disciplinary action up to and including termination of employment.

Non-exempt employees will be paid 1½ times their regular rate of pay for all hours worked beyond eight hours in any given day and beyond 40 hours in any given workweek. Flexible work hour plans must be approved by management.

CELL PHONE USE/TEXTING WHILE DRIVING

The Company prohibits employees from using cellular phones for business reasons while driving or for any reason while driving for work-related purposes or driving a Company-owned vehicle. Employees should also be aware that Alaska law prohibits drivers from reading or typing a text message or engaging in any other non-voice communication on a cell phone while driving.
OVERTIME

For overtime purposes, the Company’s workweek is defined as Monday at 12:01 a.m. through Sunday at midnight. An employee’s workday for payroll purposes shall begin at 12:01 a.m. and end at midnight. Non-exempt employees shall be paid:

- 1½ times regular rate for all hours worked in excess of eight and up to 12 hours per day, and over 40 hours in a week.
- Two times regular rate for hours worked in excess of 12 hours per day.
- Seventh consecutive day of a workweek is paid at 1½ times regular rate for first eight hours and at two times regular rate for any hours over eight.

PAY NOTICES

At the time of hire, non-exempt employees will receive written notice in compliance with the Wage Theft Protection Act, which will include pay rates, hourly and overtime rates for non-exempt employees, the method of calculation (e.g. hourly, shift, day, week, salary, piece, commission), minimum wage allowances (if any), the regular payday, and the Company's contact information.
When changes are made to the above pay information, the Company will provide employees with the changes in writing unless the changes are reflected in a new wage statement.

**MEAL AND REST BREAKS**

- 45-minute meal periods for shifts over five hours.
- 15-minute rest periods for shifts 3½ hours or longer. If you work over six hours, you are entitled to a second rest period. If you work over 10 hours, you are entitled to a third rest period.

Eligible meal periods generally constitute unpaid time. Meal periods should be taken no later than at the end of each fifth hour of work performed by the employee. An employee shall accurately record each meal period taken. A non-exempt employee who works more than five hours in a day is entitled to a 45-minute meal period. A non-exempt employee who works a shift in excess of 10 but not more than 12 hours is entitled to a second 45-minute meal period. An employee who works no more than six hours in a day may voluntarily agree in writing to waive the one meal period for which the employee is eligible. An employee who works over six hours but no more than 10 hours in a day may not waive the one meal period for which the employee is eligible. An employee who works more than 10 but not more than 12 hours in a day may voluntarily agree in writing to waive the second meal period. Meal Period Waivers must be on file and be signed by both the employee and supervisor, and shall be ongoing unless and until revoked in writing by the employee.

Emergencies or other operational circumstances outside the Company’s control are the only reasons to disturb or interrupt an employee during a meal period. An employee who works through, misses, or is interrupted during an eligible meal period should immediately notify their supervisor to determine if the meal period can be rescheduled.

Eligible rest periods are generally paid time. Rest periods are to be taken in the middle of each four-hour work period insofar as practicable. Rest periods may not be combined with each other or added to an employee’s meal period.

Employees are authorized to take one 15-minute paid rest period for each four hours of work or major fraction of four hours of worked performed. An employee is not eligible for a paid rest break if the employee’s total daily work time is less than 3½ hours. If an employee works more than six hours in a day, the employee will be entitled to a second paid 15-minute rest period. If an employee works for less than 10 hours in a day, the employee will be entitled to a third paid rest period.
An employee shall not work through or during an eligible rest period unless this is necessary due to an emergency or unexpected operational circumstance that has made conditions unsafe or unstable. Any non-exempt employee required to wear a pager or headset may turn the device off while on break.

Should a rest period for which the employee was eligible be missed or interrupted because of an emergency or unexpected operational circumstance, the employee must report the missed meal or break to their supervisor or Manager.

Failure to comply with this policy may result in appropriate disciplinary action up to and including termination of employment in the Company’s sole discretion.

**ACCOMMODATION FOR ADULT LITERACY PROGRAMS**

Holland America Group provides reasonable accommodation and assistance to an employee who reveals a literacy problem and requests assistance to enroll in an adult literacy education program unless doing so will result in an undue hardship to the Company’s business operations. Examples of assistance include providing employees with the location of local literacy programs and arranging for jobsite visits by literacy education providers.

Employees who wish to self-identify as an individual with a literacy problem and request an accommodation should contact their immediate supervisor. The Company will take reasonable steps to safeguard the privacy of any employee who self-identifies. In addition, employees who are performing satisfactorily will not be subject to termination of employment because they have disclosed literacy problems.

While we encourage employees to improve their literacy skills, we will not reimburse the costs incurred in attending a literacy program. Time off to attend literacy programs may be provided as a reasonable accommodation unless doing so will result in an undue hardship. However, if time off is provided, the time off may be unpaid. If time off is unpaid, employees wishing to take such leave may utilize their existing vacation time or other accrued paid time off.

**PARENTAL LEAVE**

The Company will provide eligible employees with up to 12 weeks of unpaid leave to bond with a new child within one year of the child’s birth, adoption, or foster care placement, in accordance with the New Parent Leave Act (NPLA).
Eligibility

Employees are eligible for leave under this policy if:

- They have been employed by the Company for more than 12 months prior to the commencement of leave;
- They worked at least 1,250 hours during the previous 12-month period; and
- They work at a worksite with 20 or more employees, but not more than 49, within 75 miles.

Employees will not be eligible for leave under this policy if they are eligible for leave under the federal Family and Medical Leave Act (FMLA) and the California Family Rights Act (CFRA).

Eligibility requirements may differ for employees who have been on a protected military leave of absence.

If employees are unsure whether they qualify for leave under this policy, they should contact a Human Resources representative.

Length of Leave

The maximum amount of leave under this policy will be 12 workweeks in any 12-month period. A 12-month period begins on the date of the employee’s first use of NPLA leave.

Successive 12-month periods commence on the date of the employee’s first use of such leave after the preceding 12-month period has ended.

If both parents work for the Company and are eligible for leave under this policy, they will be limited to a total of 12 workweeks off between the two of them. The Company may also require that the parents’ leaves of absence be taken at different times and not overlap.

NPLA leave is in addition to and will not run concurrently with leave taken in accordance with California’s pregnancy disability leave law.

Notice and Certification

When the need for the leave is foreseeable based on the expected birth or placement of a child, employees should provide at least 30 days’ advance notice. If 30 days’ notice is not practicable, then employees should provide notice as soon as possible by contacting their supervisor or manager.

Absent unusual circumstances, failure to comply with these notice requirements may result in a delay or denial of NPLA leave.
Compensation and Benefits During Leave

Generally, NPLA leave is unpaid. However, employees may be eligible to receive benefits through a state-sponsored Paid Family Leave (PFL) insurance program. Employees may also choose to use accrued vacation, paid sick time, or other paid time off. If an employee elects to have their PFL benefits and accrued paid leave integrated, the integration may be arranged such that employees will receive no greater compensation than their regular compensation during this period. The use of paid benefits will not extend the length of leave under this policy.

The Company will continue to maintain and pay for employees’ group health benefits during their leave on the same terms as if the employees had continued to actively work. This means that if employees want their benefits coverage to continue during their leave, they must also continue to make the same premium payments that they are now required to make for themselves or their dependents. In some instances, the Company may recover premiums it paid on an employee’s behalf to maintain health coverage if the employee fails to return to work following NPLA leave for reasons other than continuation, recurrence, or onset of a serious health condition or circumstances beyond the employee’s control.

An employee’s length of service will remain intact, but benefits such as vacation and sick leave may not accrue while the employee is on an unpaid leave.

Failure to Return From Leave

If an employee fails to return to work at the end of NPLA leave and has not obtained an extension of the leave, the Company may presume that the employee does not plan to return to work and has voluntarily terminated their employment.

Return to Work

At the conclusion of parental leave, employees will typically be reinstated to the same position they held at the time of the leave or to a comparable position with equivalent pay, benefits, and other terms and conditions of employment. However, employees have no greater right to reinstatement than if they had been continuously employed rather than taken leave.
Fraudulent Use of NPLA Leave

An employee who fraudulently obtains leave under this policy is not protected by the NPLA's job restoration or maintenance of health benefits provisions. In addition, the Company will take all available appropriate disciplinary action against an employee due to such fraud.

Nondiscrimination

The Company takes its NPLA leave obligations very seriously and will not interfere with, restrain, or deny the exercise of any rights provided by the NPLA. The Company will not terminate, fine, suspend, expel, or discriminate against any individual for exercising their right to parental leave under the NPLA or for giving information or testimony regarding their or another person’s parental leave in an inquiry or proceeding related to rights under the NPLA.

If an employee believes that their NPLA rights have been violated in any way, they should immediately report the matter to Human Resources.

CALIFORNIA FAMILY AND MEDICAL LEAVE/CALIFORNIA FAMILY RIGHTS ACT

- Twelve weeks of leave for: birth, adoption, foster placement.
- Employee’s serious health condition.
- Serious health condition of child, parent, spouse.
- Eligible employee: 12 months of work and 1,250 hours.
- Amount of leave: 12 workweeks in a 12-month period.
- Employers cannot require continuous bonding leave (2-week minimum).
- Wage replacement for family leave may be available under State Disability Insurance (PFL administered by EDD).
- Employers can require substitution of paid leave.
- Can be taken intermittently.
- Runs concurrently with FMLA unless for pregnancy/bonding (must give notice if changing selection method for 12-month period).
- Certification required.
- Benefits continuation.
PREGNANCY AND PREGNANCY-RELATED DISABILITIES LEAVE AND ACCOMMODATION

- Employers must allow employees to take up to four months (88 workdays) of leave while actually disabled by pregnancy, childbirth, or related medical condition.
- Medical certification can be required.
- No length of service or hours worked requirements (so different from FMLA/CFRA).
- Disabled means: Cannot perform an essential job function.
- To perform essential job function would cause undue risk.
- Gestational diabetes or severe morning sickness.
- Can be taken on intermittent basis.
- Employee can still request reasonable accommodation.
- FMLA clock can run during California Pregnancy Disability Leave.
- CFRA does not run concurrently—after Pregnancy Disability Leave ends, eligible employees can have 12 additional weeks of leave for childbirth/bonding.
- Use of sick leave can be required; use of vacation leave optional.
- Benefits continuation.
- Eligible for transfer to less strenuous or hazardous position.

FAMILY MILITARY LEAVE

- Employers must allow eligible employees to take unpaid leave while engaged in military duty.
- Employers must allow eligible employees to take unpaid leave while their spouse is on leave from deployment during a period of military conflict (20 hours a month minimum worked for eligibility).
- Eligible employees include members of the U.S. Armed Forces Reserve, the National Guard, or the California State Military Reserve.
- Up to 17 calendar days annually for training, etc.
- Spousal military leave up to 10 days during a period of deployment.

PAID SICK LEAVE AND KIN CARE

- Employers must provide paid sick to employees for their own or a family member’s existing health condition or preventive care.
- Leave also can be used for domestic violence, sexual assault, or stalking.
Eligible employees are those who work at least 30 days a year.

Use can begin after 90 days.

KinCare applies to all paid sick leave provided by employers.

Reasons for leave: Diagnosis, care, or treatment of their own or a family member’s existing health condition.

Preventive care for employee or family member.

Purposes relating to status of domestic violence victim, etc.

Family members include sibling, grandparents.

KinCare allows sick leave to be used to care for ill family member.

Accrual Cap = 48 hours or six days per year.

Use cap = 24 hours or three days.

Accrual one hour for 30 hours work.

SCHOOL OR CHILD CARE ACTIVITIES LEAVE

Employers must provide eligible employees up to 40 hours of leave annually (no more than eight hours a month) to:

Find a school or child-care provider.

Enroll their child in school or with a child-care provider.

Participate in the activities of their child’s school or child-care provider.

Address their child’s school or child-care provider’s emergency.

Attend part of their school day with suspended child.

Any parent, step-parent, guardian (in loco parentis) from grades K to 12.

Employer can require use of paid leave.

Notice and documentation can be required for some of these circumstances.

SCHOOL DISCIPLINE LEAVE

Employees who are the parent or custodial guardian of a child in kindergarten or grades one through 12 may take time off to attend a school conference involving the possible suspension of their child.

To be eligible for leave, the child must be living with the employee, and the employee must provide advance notice that their appearance at the school has been requested.
The Company may require employees to provide documentation, including a copy of the school’s notice or some other certification stating that the employee’s presence at the school is mandatory.

Employees wishing to take such leave may utilize their existing vacation time or other accrued paid time off.

School visits for other purposes may be covered under the Company’s School or Day Care Activities Leave policy.

**BONE MARROW DONOR LEAVE AND ORGAN DONOR LEAVE**

- Eligible employees must have been employed for at least 90 days and can take leave to:
  - Donate bone marrow to another person (five business days in a one-year period).
  - Donate an organ to another person (30 business days in a one-year period; can be taken in segments).

- Employer can require use of some paid leave.
- Does not run concurrently with FMLA or CFRA.

**EMERGENCY RESPONDER LEAVE AND CIVIL AIR PATROL LEAVE**

- Employers must allow employees time off to perform emergency duties as:
  - Volunteer firefighter
  - Reserve police officer
  - Emergency rescue personnel

- Volunteer firefighters can take up to 14 days of unpaid leave per year for training.
- Members of Civil Air Patrol can take up to 10 days of unpaid leave per year for emergency operation missions.

**CRIME VICTIM LEAVE FOR CERTAIN FELONIES**

- Employers must allow employees who are victims or whose family members are victims of certain felonies to take leave to attend related judicial proceedings.

- Felonies that are violent, involved theft or embezzlement.
- Family members include children, parents, siblings, step-children/parents/siblings.
- Leave is unpaid (employee can used accrued leave).
VICTIMS OF DOMESTIC VIOLENCE, SEXUAL ASSAULT, STALKING, AND OTHER CRIMES

- Employers must allow employees who are victims of domestic violence, sexual assault, or stalking to take leave to obtain relief or to help ensure their own or their children’s health, safety, or welfare.
- Seek medical attention.
- Obtain services from a domestic violence shelter or rape crisis center.
- Obtain psychological counseling.
- Participate in safety planning.
- No time limit on leave.
- Unpaid leave (employee can use accrued leave).
- Some documentation may be required (police report, doctor’s note, court order).

REHABILITATION

We are committed to providing assistance to our employees to overcome substance abuse problems. Our Company will reasonably accommodate any employee who wishes to voluntarily enter and participate in an alcohol or drug rehabilitation program. This accommodation may include an adjusted work schedule or time off without pay, provided the accommodation does not impose an undue hardship on the Company. You may use any accrued sick or vacation benefits while on leave under this policy. However, additional benefits will not be earned during the unpaid portion of the leave of absence. A leave of absence under this policy will be subject to the same provisions and rules as apply to medical leaves of absence. The Company will attempt to safeguard the privacy of an employee’s participation in a rehabilitation program.

You should notify your supervisor, Manager, or a Human Resources representative if you need to request an accommodation under this policy.
ELECTION OFFICER LEAVE

The Company will not terminate, suspend, or otherwise discriminate against employees who miss work to serve as an election official on Election Day. Time off under this policy will be unpaid.

The Company asks that employees provide reasonable advance notice of the need for time off to serve as an election official, so that the time off can be scheduled to minimize disruption to normal work schedules.

Proof of having served as an election official may be required.

VOTING LEAVE

- Employers must allow employees up to two hours of paid leave to take time off to vote—perhaps additional unpaid time might be required depending on circumstances; time off can be at the beginning or end of a shift.

- Employers can require employees to notify them two working days in advance of election of a need to take time off to vote.

FAMILY LEAVE INSURANCE

Employees may be eligible for up to six weeks of state-provided paid family leave (PFL) insurance benefits when they take time off for one of the following purposes:

- To bond with a child during the first 12 months after the child’s birth or placement for adoption or foster care with the employee; or

- To care for an immediate family member (spouse, registered domestic partner, child, parent, grandparent, grandchild, sibling, and parent-in-law defined by the PFL law) who is seriously ill and requires care.

The PFL benefits described in this policy are a state-provided partial wage replacement benefit, not a protected leave of absence. To obtain approval for a leave of absence for the reasons set forth above, employees must contact their supervisor and comply with applicable eligibility, notice, and certification requirements when required by state or federal law.
AMOUNT AND DURATION OF BENEFITS

The weekly benefit amount is generally 60 or 70 percent of the employee’s earnings (depending upon the employee’s income), with benefits capped at a state-imposed maximum weekly benefit amount. Employees may receive up to six weeks of PFL benefits during a 12-month period, but may not receive more benefits than earned in wages during the base period for calculating benefits (generally, the 12 months prior to the quarter in which the claim is made).

When applicable, PFL benefits will run concurrently with leave time available under the California Family Rights Act and the federal Family and Medical Leave Act. Employees may use any accrued but unused sick leave prior to receiving PFL benefits. Employees are required to use any accrued but unused vacation prior to receiving PFL benefits.

CELL PHONE USE/TEXTING WHILE DRIVING

California has several laws banning the use of cell phones (wireless telephones) while behind the wheel. Laws prohibit all drivers from using handheld wireless phones or cell phones and prohibit drivers under age 18 from using hands-free cell phones. Another law bans texting and other wireless device use while driving.
FLORIDA SUPPLEMENT

To the extent any employment policy contained in the Employee Handbook is different than or in conflict with a policy contained in this supplement, the policy in this supplement shall apply to Florida employees. If employees have any questions about this supplement, they should contact their Human Resources representative.

FLORIDA MEAL AND REST PERIODS

- 30-minute meal periods for shifts over five hours.
- 15-minute rest periods for shifts 3½ hours or longer.

DOMESTIC VIOLENCE LEAVE (MIAMI-DADE COUNTY)

Eligible employees located in Miami-Dade County may take up to 30 working days of unpaid leave in any 12-month period if the employee or their dependent child is the victim of domestic violence.

Eligible employees are those who:

- Have been continually employed by the Company for at least 90 days;
- Worked at least 308 hours or more during the 90-day period; and

- Have exhausted all accrued paid vacation or personal leave.
- Employees may use leave under this policy to:
  - Obtain medical and dental treatment for conditions resulting from domestic or repeat violence, including treatment for the employee’s dependent children;
  - Obtain legal assistance relating to domestic or repeat violence, including criminal prosecution and protective orders as well as divorce, child custody and child support;
  - Attend court appearances relating to domestic or repeat violence;
  - Receive or attend counseling or support services for the employee or the employee’s dependent children; or
  - Make other arrangements necessary to provide for the safety and wellbeing of the employee.

Employees may take leave under this policy intermittently or on a reduced-schedule basis. However, if an employee requests intermittent or reduced-schedule leave that is foreseeable, based on a planned schedule, the Company may require the employee to transfer temporarily to an available alternative position for which the employee is qualified and better accommodates recurring periods of leave.

Employees requesting leave under this policy must provide
a certification issued by an authorized person from a health care provider, attorney of record, counselor, law enforcement agency, clergy, domestic violence advocacy agency, domestic violence center, or domestic violence shelter. The certification must include the employee’s reason for requesting leave and sufficient documentation to show that the employee qualifies for leave and needs time off to attend one of the matters described above.

Employees who return from domestic violence leave will be restored to the position held prior to their leave or placed in an equivalent position, with equivalent employment benefits, pay, and other terms and conditions of employment. However, restored employees will not accrue seniority or employment benefits during any period of leave nor will they receive any right, benefit, or position of employment other than any right, benefit, or position to which the employee would have been entitled had the employee not taken the leave.

The Company may require that employees out on leave report periodically to their supervisor on their status and intent to return to work.

To the extent that there is overlap between leave taken under this policy and leave taken under Florida’s domestic or sexual violence victim leave law, the leaves will run concurrently.

Employees will not be terminated, demoted, suspended, retaliated against, or in any other manner discriminated against for exercising their rights under this policy.

**FAMILY AND MEDICAL LEAVE (MIAMI-DADE COUNTY)**

Eligible employees may take family and medical leave in accordance with the Family and Medical Leave policy set forth in the Employee Handbook. In addition to the group of family members for which an employee may take leave, eligible employees working in Miami-Dade County may also take leave to care for a grandparent with a serious health condition. Such leave will be under the same terms and conditions as leave is permitted under the Family and Medical Leave policy to care for a parent with a serious health condition. For purposes of this policy, “grandparent” means a grandparent of the employee for whom the employee has assumed primary financial responsibility.

Eligible employees are those who work in Miami-Dade County for at least 12 months and have at least 1,250 hours during the previous 12-month period.

The length of leave permitted is 12 workweeks in a 12-month period to run concurrently with any leave provided under the federal Family and Medical Leave Act.
MILITARY LEAVE

If an employee is a member of the National Guard and is ordered into active duty, such employee shall be granted an unpaid leave of absence from work during their period of active duty. Upon the completion of active duty, the employee must promptly notify the Company of their intent to return to work, which will be accommodated, except under limited circumstances permitted by applicable law. A member of the National Guard who returns to work after serving on state active duty will not be discharged from employment for a period of one year after the date the member returns to work, except for cause.

CIVIL AIR PATROL

Eligible employees who are members of the Civil Air Patrol will be allowed up to 15 days of unpaid leave annually for the purpose of participating in Civil Air Patrol training or missions. Employees will not be required to use accrued vacation or sick leave or any other type of accrued leave prior to taking unpaid Civil Air Patrol leave, but may choose to use such benefits.

Employees are eligible for leave if they are senior members of the Florida Wing of the Civil Air Patrol with at least an emergency services qualification and have worked for the Company for at least 90 days prior to the start of leave.

The Company will not terminate, reprimand, or otherwise penalize a Civil Air Patrol member because of their absence due to the use of Civil Air Patrol leave.

Employees must promptly notify the Company of their intent to return to work following the completion of Civil Air Patrol leave.

Employees returning from Civil Air Patrol leave will receive the seniority they had as of the date their leave began, and any other rights and benefits they would receive as a result of such seniority. Employees returning from Civil Air Patrol leave will also receive any additional seniority they would attain if they had remained continuously employed, and any other rights and benefits they would receive as a result of such seniority.

Civil Air Patrol members returning to work from leave will not be terminated for a year after the date the employee returns to work, except for cause.

TEXTING WHILE DRIVING

A person may not operate a motor vehicle while manually typing or entering multiple letters, numbers, symbols or other characters into a wireless communications device or while sending or reading data in such a device for the purpose of nonverbal interpersonal communication including, but not limited to, communication methods known as texting, emailing and instant messaging.
WASHINGTON SUPPLEMENT

To the extent any employment policy contained in the Employee Handbook is different than or in conflict with a policy contained in this supplement, the policy in this supplement shall apply to Washington employees. If employees have any questions about this supplement, they should contact their Human Resources representative.

EQUAL PAY ACT

The new Washington law is a substantial revision of the state's Equal Pay Act. The revisions aim to “address income disparities, employer discrimination, and retaliation practices, and to reflect the equal status of all workers in Washington state.” Effective June 7, 2018, the new law makes it a misdemeanor for an employer to discriminate in providing compensation based on the gender of similarly employed employees.

PREGNANCY ACCOMMODATION

Employees may request a reasonable accommodation for their pregnancy and pregnancy-related health conditions.

The Company will provide reasonable accommodations to requesting employees unless doing so would impose an undue hardship on the Company's business, consistent with Washington law.

Under this policy, reasonable accommodations include: providing more frequent, longer, or flexible restroom breaks; modifying a no-food or -drink policy; job restructuring, part-time or modified work schedules, or reassignment to a vacant position; acquiring or modifying equipment, devices or an employee's workstation; providing seating or allowing the employee to sit more frequently if her job requires her to stand; providing for a temporary transfer to a less-strenuous or less-hazardous position; providing assistance with manual labor and limits on lifting; scheduling flexibility for prenatal visits; and any further pregnancy accommodation an employee may request, to which the Company will give reasonable consideration in consultation with information provided on pregnancy accommodation by the Department of Labor and Industries or the employee's attending health care provider, as applicable.

Unless the Company does so or would do so for other classes of employees who need accommodation, accommodation under this policy does not include creating additional
employment that the Company would not otherwise have created, terminating any employee, transferring any employee with more seniority, or promoting any employee who is not qualified to perform the job.

The Company may request that an employee seeking an accommodation under this policy provide written certification from her treating health care professional regarding the need for accommodation, except that the Company will not request written certification for the following accommodations: (1) providing more frequent, longer or flexible restroom breaks; (2) modifying a no-food or -drink policy; (3) providing seating or allowing the employee to sit more frequently if her job requires her to stand; or (4) limits on lifting over 17 pounds.

The Company will not discriminate or retaliate against employees who request, decline, or use an accommodation under this policy. In addition, the Company will not require an employee to take leave if another reasonable accommodation can be provided for the employee’s pregnancy.

Employees who have questions about this policy or who wish to request reasonable accommodation under this policy should contact Human Resources.

WASHINGTON FAMILY LEAVE ACT

- All benefits except for pregnancy-related disabilities run concurrent with FMLA; thus, Department of Labor and Industries does not currently enforce FLA except:
  - Additional benefits for pregnant women:
    - Stacks with pregnancy disability leave.
    - Same as under WA HRC Pregnancy Disability Leave Regulation.

FAMILY MILITARY LEAVE

- Applies to all employers, public and private, regardless of size.
- Employee must work on average 20 hours or more per week to be eligible.
- Five-day notice of intent to take leave required.
- Provides leave to spouses of military personnel prior to deployment or on leave from deployment during times of military conflict.
- 15 days of leave per deployment (to active duty).
- Unpaid, but can substitute paid leave.
MILITARY LEAVE

Washington USERRA

- Same as USERRA but also applies to state call-ups as well as fed call-ups.
- Creates state law claim that can be brought in state court.
- One-year job protection (dismissal for-cause only) upon return from uniformed service, regardless of length of military service.

State Organized Militia

Employees who are members of the state organized militia will be allowed a leave of absence of up to 12 weeks per calendar year when called to state-ordered active duty. When the Governor has declared a state of emergency necessitating a longer period of service, employees will be allowed up to 12 months of leave.

All employees who are members of the state organized militia and are called to active state service or inactive duty will be allowed to apply for job restoration, though reinstatement is only required for those whose military absence was under three months.

PREGNANCY DISABILITY LEAVE

- Leave must be provided to any employee who is sick or temporarily disabled because of her pregnancy or childbirth.
- No time limit except the duration of the sickness or disability; health care provider determines when employee can no longer work.
- Leave benefits must be equal for male and female employees (e.g., seniority, benefit accrual, health care benefits, use of PTO, etc.).
- Employee can return to same job or a similar job with at least the same pay, except in the case of demonstrated business necessity.
- No minimum tenure or other eligibility standards: Employment equals eligibility.
- Stacks with FMLA and WA Paid Family and Medical Leave.
WASHINGTON FAMILY CARE LEAVE

» Allows employees to use available sick leave or other paid time off to care for certain sick family members.

» Family member does not include non-registered domestic partner, common law spouse.

» Time off required for:
  » A medical condition requiring treatment or medication that the child cannot self-administer.
  » A medical or mental-health condition which would endanger the child’s safety or recovery without the presence of a parent or guardian.
  » A condition warranting treatment or preventive health care such as immunization, or when a parent must be present to authorize treatment.

» Behavioral disorders (e.g. ADD) do not qualify unless there is also an illness or other reason for treatment as listed above.

» Includes short-term care of a pregnant spouse during or after childbirth.

» FCA does not apply to time off to care for a healthy newborn (e.g., bonding time under FMLA).

» Employee gets to choose: Sick time, PTO or vacation time.

» No discipline, discharge, or any adverse employment action permitted for using leave rights under the FCA.

PARENTAL LEAVE

Employees who are adoptive parents or stepparents at the time of birth or placement of a child under the age of 6 will be permitted to take parental leave under the same terms as leave provided to biological parents.

For further information or to request leave under this policy, contact a Human Resources representative.
CIVIL AIR PATROL LEAVE

Employees who are members of the Washington wing of the Civil Air Patrol may take time off, without pay, to provide services as part of an emergency service operation. For purposes of this policy, an “emergency service operation” refers to:

- A search and rescue mission designated by the Air Force Rescue Coordination Center;
- Disaster relief, when requested by the Federal Emergency Management Agency (FEMA) or the Department of Homeland Security (DHS);
- Humanitarian services, when requested by FEMA or DHS;
- United States Air Force support designated by the First Air Force; and
- Counterdrug missions.

Employees may be asked to provide verification that leave was taken for a purpose allowed under this policy.

EMERGENCY RESPONDER LEAVE

Employees who are volunteer firefighters or reserve officers will be allowed time off to respond to a fire alarm or an emergency call that occurred prior to the time the employee is scheduled to report to work. For purposes of this policy, a “volunteer firefighter” is one who is not paid, is not already at work when called to serve as a volunteer, and has been ordered to remain at their position by the commanding authority at the scene of the fire.

Employees may be asked to provide verification that leave was taken for a purpose allowed under this policy.

Time off will be without pay except that exempt employees will receive pay when required under applicable law.
DOMESTIC VIOLENCE, SEXUAL ASSAULT OR STALKING LEAVE

- “Reasonable” leave for victims of domestic violence, sexual assault, or stalking; this includes adults and children.
- May be intermittent, reduced schedule, or complete absence from work.
- May be taken because the employee is a victim, or to care for an employee’s family member or person in a “dating relationship” with the employee.
- May be taken for employee or family member to:
  - Seek law enforcement assistance or take other legal action.
  - Seek medical treatment.
  - Seek counseling.
- Temporarily or permanently relocate to a safe location, or to take other safety precautions.
- WA Paid Sick Leave can be used, otherwise unpaid.
- Leave under this law is in addition to other rights to take leave under other regulations.
- Thus, DV leave available for any authorized reason even if all FMLA leave rights have been exhausted.
- Advance notice should be given when possible; otherwise, notice due before end of first day of leave.

- Employer may request verification; if required, employee may provide any of the following:
  - Police report indicating that employee or family member was a victim.
  - A court order providing protection to the victim.
  - Documentation from a health care provider, clergy, advocate, or attorney.
  - An employee’s written statement of relevant facts.
- Employer cannot require additional information, and cannot disclose information to anyone unless employee gives consent or disclosure is required by court order or applicable federal or state law.
- No loss in pay or benefits accrued before the date of protected leave.
- Employee must be restored either to their position, or equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment.
- Exceptions: temporary working for staffing company, hired for discrete project.
- Must maintain health coverage for the duration of the leave to the extent allowed by law as if employee had remained actively at work.
WASHINGTON PAID SICK LEAVE

- One hour for every 40 hours worked (90-day waiting for use).
- Non-exempt employees, including part-time and seasonal.
- Paid at employee’s normal wage when leave taken.
- Carry over up to 40 hours—no accrual or use caps.
- When can paid sick leave be used?
  - To care for employee or a sick family member.
  - When the employee’s workplace or their child’s school or place of care has been closed by a public official for any health-related reason.
- Leave under Domestic Violence Leave Act.
- Who qualifies as a “family member”?
  - Spouse, registered domestic partner, grandparent, grandchild, sibling.
  - Parent of employee or spouse/registered domestic partner (biological, adoptive, de facto, foster, stepparent, legal guardian, in loco parentis).
  - Child (biological, adopted, foster child, stepchild, de facto, in loco parentis, guardianship).

WASHINGTON MEAL AND REST PERIODS

Non-exempt employees working more than five hours in a shift will be allowed a meal break of at least 30 minutes. The meal break must be taken between the second and the fifth hour of work. An additional meal break will be provided for each additional five hours of work and will be given within five hours from the end of the first meal break.

Non-exempt employees who work three or more hours longer than the normally scheduled shift will be allowed at least one 30-minute meal break prior to or during that extra work time.

Meal breaks of at least 30 minutes, during which the employee is completely relieved from duty, are unpaid. Meal breaks may be voluntarily waived by an employee. Any such waiver may be revoked by the employee at any time. Any employee who is required to work through some or all of a 30-minute meal break or whose 30-minute meal break is interrupted should report it to Human Resources.

Non-exempt employees must take a 10-minute paid rest break for every four hours worked and must not work more than three consecutive hours without a paid 10-minute rest break. An employee’s paid rest breaks do not have to be scheduled in 10-minute blocks if the nature of the work allows the employee
to take shorter, intermittent rest breaks totaling 10 minutes for every four hours worked. A rest break taken in a 10-minute block must be scheduled as near as possible to the midpoint of the work period. An employee may not waive a paid rest break.

Any employee who does not receive a rest break in accordance with this policy should report it. If an employee does not report a missed or shortened meal or rest break, the Company will assume the employee took their meal and rest breaks as required by this policy.

All non-exempt employees must record their meal breaks. Employees are expected to take their meal and rest breaks and management is expected to ensure that employees take meal and rest breaks in accordance with this policy. Supervisors may not pressure or coerce employees to work through their meal or rest breaks. Any employee who feels they have been pressured or coerced into working through a meal or rest break should immediately report the situation to Human Resources.

Any employee, supervisor, or Manager who fails to observe the applicable guidelines in this policy will be subject to discipline, up to and including termination. Violations of this policy should be reported to Human Resources. Every report will be fully investigated, and corrective action will be taken when appropriate.

In addition, the Company will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the Company’s investigation of such reports. Any form of retaliation in violation of this policy will result in disciplinary action, up to and including termination.

CELL PHONE USE/TEXTING WHILE DRIVING

The Company prohibits employees from using cellular phones for business reasons while driving, for any reason while driving for work-related purposes and while driving a Company-owned vehicle. Employees should also be aware that using a personal electronic device with either hand or both hands while driving is a violation of Washington law, in addition to being a violation of Company policy. However, employees are permitted under the law to use a personal electronic device while driving to contact emergency services.

Washington law also prohibits drivers of commercial motor vehicles from using a handheld mobile phone and/or texting while driving.