



PRINCESS CRUISES

come back new™

New Hires

Basic Information

SHIPBOARD INTRODUCTION

OBJECTIVE

Embarking on a new career at sea also brings about a new way of living too. You may be accustomed to working in the retail business on land; however, you will encounter many different and unfamiliar aspects of living onboard. The below section will assist you in answering some questions that you no doubtingly will have during the first few weeks of your contract.

SAFETY & SECURITY

Princess Cruises take Safety & Security very seriously and expect all crew to fully understand and adhere to the policies and procedures laid out. Ultimately, we are all responsible for our own safety as well as the passengers. It is a Maritime requirement that all crew are exercised on a regular basis (normally once a cruise) on various aspects of safety/security depending upon your Rank/Position.



Accommodations

Majority of crew are accommodated in double berth cabins. Allocations of cabins are arranged by the Dept. Manager and normally works on the basis of when a staff member has completed his/her contract, their replacement will automatically be roomed with the remaining staff member, depending on gender.



UNIFORMS

You will be taken to the onboard Linen Keeper within the first two days of joining to collect your 'free' allocation of uniforms. Any extra pieces that you may need to replace or wish to have additional of, will be at your own expense, however, these are very inexpensive. The company makes every effort to ensure that a wide range of sizes are kept in stock; however, there are times when requests are unable to be fulfilled. . If you are unable to be issued with the complete allocation of uniform, upon joining your assigned ship after the training you will be able to collect the 'missing' pieces from the onboard Linen Keeper. In this case most ships have an onboard tailor who can make the required alterations.

The washing of crew uniforms is free when taken to the ships laundry. There are crew laundries onboard for you to wash your personal items, or, alternatively you can take them to the ships laundry where you will be charged. Rates are minimal.

Upon completion of your contract, you must take your uniform home with you, ready for your next assignment. You will not be given another free allocation on another vessel.

Jewelry must be kept to a minimum and be very conservative. Tattoos are not acceptable when visible while you are in uniform and at work. Facial piercing (nose, tongue, eyebrows) are also not acceptable when on duty or in passenger areas.

Upon joining a vessel you will have to attend a course of training sessions during your first few days onboard. This will include:

- General Emergency Duties & Blue Card Duties
- ILO (International Labor Convention)
- RSA (Responsible Service of Alcohol)
- Harassment Training
- CRUISE & Core Values (Customer Loyalty Program)
- NLV (Norovirus)

CBT – (Computer Based Training)

The courses listed below are Compulsory for all Officers & Crew and are to be completed within the required time frame.

We strongly encourage each crew member to complete as many additional CBT courses as possible, in order to broaden their knowledge and understanding of the organization. Courses are free and are located within the 'PRINCESS U' program. Your trainer will advise where and how you can log-in. Once completed, these courses are registered automatically within MAPS

CBT Title	Target Audience	New Joiner Target Completion
Lifting, Carrying, Moving Safely	All Ships Company	60 days
Crew Safety Awareness	All crew below the rank of Supervisor	30 days
Chemical Safety Awareness	Any Crew that use chemicals (Virox)	30 days
Norovirus	All Ships Company	30 days
Hosting Passengers with Disabilities	All Officers & Hotel Ranks	28 days
Carnival Corp. Code of Business Conduct & Ethics	All Ships Company	30 days
Cruise & Customer Service	All Officers & Hotel Ranks	30 days

CREW OFFICE

Upon joining a vessel, you will be required to give your passport and seaman's book to the Crew Manager until the completion of your contract.

The Crew Manager and staff assist in many matters including:

- Payroll
- Contracts
- Travel/Flights
- Currency Change

- Stamps
- Personal Cash Envelopes (for keeping your personal cash safe)
- Phone Cards (if machines are empty)

Hours of business will be posted outside the office on all vessels.

Should you have any problems with your work or personal issues on the ship, you should first approach your Manager. There is a Human Resources Manager on every vessel that is also there to assist and help you.

CREWCARD

A more convenient, secure way to manage your money. CrewCard is available only to eligible Princess Cruise's sea staff. You will be asked to sign up for this card at the Crew Office during your first week of training in order to have your salary deposited to your account.

HOW IT WORKS

Your earned wages will be deposited directly into your account and you will have access them to them on the posted deposit date.

You will be able to withdraw money at any ATM using a CrewCard and a personal identification number (PIN). Up to \$1,000 of available funds can be drawn from Bank Atlantic ATM's (other ATM's may have different limits. CrewCard also gives an online service.

Transferring money with a CrewCard is at a much lower cost than wire transfers or money orders. Upon receipt of a CrewCard from the Crew office you can request an AccessCard. Send that card (and separately a PIN) to the relative or friend to whom you most frequently send money. Transfers can then be made (up to \$3,000 daily) to that card for a 50cent fee.

CrewCard can also be used to conduct foreign currency transactions.

The Crew Manager can assist you with applying for this card.

MEDICAL CENTRE

All ships have a Senior Doctor (for passengers) and Crew Doctor along with a team of nurses/paramedics. If you feel unwell at any time you will need to visit the Medical center. If you need to medically disembarked, this decision can only be made by the Doctors onboard. The company will take care of your medical costs whilst at sea. If you require a Dentist for emergency issues only, the Doctor will arrange an appointment for you at the nearest available port.

CREW INTERNET

All ships have an excellent facility for Crew Internet both in the Crew Recreation room and crew cabins.

Crew internet cards can be purchased in the Crew Recreation Room and Crew Mess

When work schedules allow, there are also many facilities in the ports of call that offer free Wi-Fi to crew members.

ILO – INTERNATIONAL LABOUR ORGANIZATION

'A United Nations agency that strives to serve as a uniting force between governments, businesses and workers to "promote decent work throughout the world"

It is mandatory for every crew member to complete his/her ILO electronic worksheet on a daily basis. The work stations can be found in various locations throughout the crew areas. This is a very quick and easy operation and you will be shown how to complete this by your trainer.

SHIPBOARD DEPARTMENTS

The organizational structure onboard is defined by three main departments. Ultimately the Captain has overall authority of his ship.

Deck Department – Headed by the Staff captain and responsible for safety related matters, including navigation, environment, public health and maintenance.

Technical Department – Headed by the Chief Technical Officer who oversees all engineering, electrical and ventilation systems.

Passenger Services Department – Known as the Hotel Department is headed by the Hotel General Manager and is responsible for all hotel services and revenue areas for passengers and the ships company. This department is also responsible for the preparation of necessary ship/shoreside documents, shipboard accounting and all financial matters.

CRUISE PROGRAM - CONSUMMATE HOST & OUR CORE VALUES

The CRUISE program began on our ships in May 1996 as a way of distinguishing our product from other cruise lines through excellent customer service. As a result, our scores in passenger satisfaction climbed to new heights, demonstrating our crewmembers' dedication to providing the highest level of service

'Every day, and in every role, we are **Consummate Host**'
(The Complete Host).

We strive to ensure that our passengers have the best experience ever and will want to return to sail with us again and again.

OUR CORE VALUES:

We serve

We are warm, welcoming, respectful, and professional. Whether working with customers or each other, we are always creating relaxed and rejuvenating vacation experiences and lifelong memories.

We respect our team

We value each other's talents, viewpoints, cultures, and contributions. We treat each other as we wish to be treated.

We innovate

We are always thinking of new ways—large and small—to improve how we work together and delight our passengers.

We are consistent

Our customers—internal and external—can depend on us to deliver consistently every time.

We are accountable

We understand that, to succeed, our company must be profitable. We take responsibility for our own performance and use resources wisely.

We do it right

We never compromise on things that matter. Safety and security are our most important responsibilities. Our customers can trust us because we adhere to the highest ethical standards.