



# Passport *to* PRINCESS



PRINCESS CRUISES

# Welcome Aboard

Welcome to Princess Cruises! We are pleased you have chosen to build your career as a member of our dynamic and innovative Company, known around the world as a leader in the cruise industry.

Since first setting sail in 1965, the Princess Cruises fleet has grown to include 17 ships offering luxury cruising around the world. In 2008, Princess carried more than one million passengers to destinations such as the Caribbean, the Panama Canal, Alaska, Europe, Mexico, Asia, Australia and New Zealand.

Our success is due to the outstanding efforts of skilled, professional crewmembers who are dedicated to providing consummate service to our passengers, highlighted by exceptional cuisine and a relax and fun social atmosphere. Everyone who works at Princess Cruises plays an important role in ensuring this tradition of excellence continues.

The *Passport to Princess* provides you with information to prepare you for life onboard. Review this information carefully. If you have any questions, a supervisor or the Personnel & Training Manager will be available to assist you.

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## Core Values

Strong companies are guided by shared principles that reflect their essential character and culture. These core values are a compass providing direction and inspiration to employees about what is truly important to the organization. At Princess, our core values – which focus on service, our people, innovation, integrity, accountability and consistency – have helped shape us into one of the most successful cruise lines in the world.

Our values define who Princess is. When you bring these ideas together, we are the Consummate Host – someone who is masterful at making our guests feel welcomed and relaxed. Who anticipates the needs of our customers and co-workers, and always responds graciously. Who thinks of the little things that will make our guests happy and comfortable. Who takes excellent care of our guests and surprises them with unexpected delights.

We are all consummate hosts – to our passengers, business partners and to each other. And by celebrating our core values, all of us – no matter what position we may hold or whether we work at sea or ashore – can preserve what has always been special about our company. These values are the foundation of our past accomplishments, and serve as the compass for our continuing success.



### ***We serve.***

In every role, we are consummate hosts. Onboard and on shore, we demonstrate this by being warm and welcoming, respectful and efficient, gracious and polite. By embracing the ideals of the C.R.U.I.S.E. program – paying close attention to our customers’ needs and desires, and treating them and each other as we would wish to be treated – we’re inspired to make each interaction with Princess ideal.

### ***We respect our team.***

The creativity, commitment and teamwork of Princess people drives our success; we value each employee’s contribution. We hire employees who share our values, we invest in their development, and respect, and recognize their accomplishments. We are strongest when we work together; we build teams that draw on different experiences, talents, and perspectives to produce better ideas for our business and our customers.

### ***We innovate.***

Princess is a strong but quiet innovator. We listen and analyze, we create and evolve in ways that are meaningful and relevant to our passengers, travel agents, and employees. Our innovations are not gimmicks, nor bold claims without substance. We are always thinking of and moving forward with new ways to satisfy and delight our customers.

### ***We are steady.***

Our customers can depend on Princess. Whether cruising with us or working with us, people know what to expect, because we deliver consistently every time. Every ship in our fleet is designed with a familiar, comfortable elegance that “welcomes people home.” We are a more



predictable business partner because our policies are fair and consistent.

### ***We are accountable.***

Princess is, first and foremost, a business, that must be profitable to fund our future innovation and success. We have been entrusted with extensive resources to manage and grow our company. Each of us shares a duty to use those resources wisely. Results, both financial and non-financial, are important to all of us; we each take ownership of our responsibilities and our performance.

### ***We do it right.***

We do not compromise on things that matter. The safety and security of our passengers and employees is our most important responsibility. Our reputation for integrity, fairness, and professionalism is our greatest asset; we adhere to the highest ethical standards. We respect the communities in which we work and visit. We create and commit the necessary resources that demonstrate to our passengers that they can trust Princess to care for them.

# C.R.U.I.S.E.

Princess Cruises is proud that crewmembers working onboard its ships consistently receive some of the highest passenger satisfaction scores in the industry.

This is, in part, the result of a program called C.R.U.I.S.E.



Courtesy Respect Unfailing In Service Excellence

Developed and introduced onboard in 1996, the C.R.U.I.S.E. program reinforces the Service Credo and rewards crewmembers for working together to provide the finest possible experience for their passengers. Crewmembers proudly wear their C.R.U.I.S.E. pins and display their Service Credo cards, reminding them that they are there to serve the needs of their passengers. The program is highly successful and is an important part of every crewmember's daily life.

The Service Credo will be Known, Practiced, Owned, and Energized by all.

## Cornerstone Statement:

At one point in every day, one of our customers will come into contact with one of us, the Princess employee, and at that moment in time, we will be Princess. Our entire reputation as a company will be in our hands, and we will make an impression. The impression will either be good or it will be bad, and we will have spoken to our customers more loudly than all our community involvement, all our advertising, and all our public relations put together.

## Service Credo

1. We strive to be the very best. We do the best job we are capable of all the time in every part of the ship, we are proud of what we do.
2. We react quickly to resolve guest problems immediately. We do everything possible to please our passengers.
3. We smile; we are on stage. We always maintain positive eye contact and use our service vocabulary. We greet our passengers: we tell them "Certainly," "I will be happy to do so," and "It will be a pleasure."
4. We are friendly, helpful and courteous. It is the Princess way. We treat our guests and fellow crewmembers, as we would like to be treated ourselves.
5. We are ambassadors of our cruise ship, when at work and at play. We always speak positively, and never make negative comments.
6. Our uniforms are immaculate. We wear proper and safe footwear that is clean and polished; we wear nametags, and our C.R.U.I.S.E. pins. We take pride and care in our personal grooming.

7. We are positive. We always find a way to get it done. We always try to make it happen. We never give up.
  8. We use proper telephone etiquette. We always try to answer within three rings and with a smile in our voice. If necessary, we always ask if we may place our customers on hold, and we eliminate call transfers whenever possible.
  9. We are knowledgeable about all cruise-ship information and always recommend the shipboard services.
  10. We never say “no.” We say, “I will be pleased to check and see.” We suggest alternatives. We call our supervisor or manager if we feel we cannot satisfy our guest’s needs.
4. **Greeting** — The warmth and friendliness of the onboard crew is of paramount importance and is one of the most significant points of difference that you can bring to the passengers cruise experience. You must therefore always observe this requirement and never pass a passenger without offering the greeting of Good Morning, Good Afternoon or Good Evening. If you recognize the passenger and are able to greet them by their name, the greeting is even more meaningful.
  5. **English Only** — The great majority of Princess passengers speak English as their first language. It is uncomfortable for passengers to observe crewmembers speaking to each other in languages other than English. You must therefore observe this rule, which requires you to speak only in English while in passenger areas.

### *The Five Points of Light*

1. **The Moment of Truth** — The moment a passenger comes into contact with a crewmember and forms a first impression is the Moment of Truth. You have the power to create a positive experience for our passengers and should strive to make each encounter represent the best of Princess Cruises.
2. **Internal Customers** — If you are not serving a passenger directly, you are serving someone who is. As a Princess Cruises crewmember, you have a specific job to perform onboard. By serving your fellow crewmember, the internal customer, with courtesy and efficiency you are providing the same service to our passengers.
3. **Teamwork** — You will be a part of a large team of people with a common goal; to work together to provide the finest possible experience to each of our passengers in every area of the ship during every moment of their cruise.

As a Princess crewmember you will be expected to demonstrate these five Points of Light and to go out of your way to exceed the expectations of our passengers, allowing them to enjoy the perfect vacation.



# Princess Fleet

The Princess Fleet is made up of 17 ships divided into three classes. Ships within each class are called "sister ships," with nearly identical designs. Information on each vessel can found at [www.princess.com](http://www.princess.com).

## Grand Class Ships

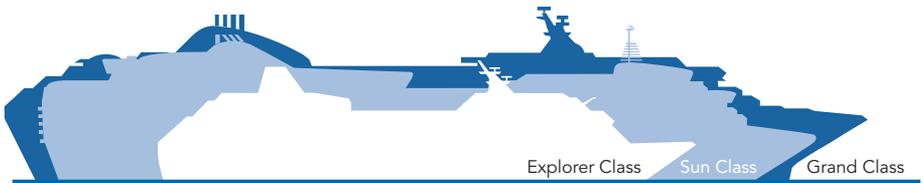
- Grand Princess
- Golden Princess
- Star Princess
- Diamond Princess
- Caribbean Princess
- Sapphire Princess
- Crown Princess
- Emerald Princess
- Ruby Princess

## Sun Class Ships

- Sun Princess
- Dawn Princess
- Sea Princess
- Coral Princess
- Island Princess

## Explorer Class Ships

- Pacific Princess
- Tahitian Princess
- Royal Princess



# Shipboard Departments

## Deck Department (Gold Stripes – Black Background)

The Commodore (Rising Sun above a Solid Gold Bar) is the Senior Captain of the fleet and has the same responsibilities as the Captain when in command of a ship. The Captain (Rising Sun above Four Gold Stripes) has full responsibility for the performance of the ship and the ship's company, and for the comfort and safety of the passengers.

Deck Department		
Commodore	Captain	Staff Captain
Senior 1st Officer 1st Officer	Senior 2nd Officer	2nd Officer Security Officer
3rd Officer	4th Officer	Deck Cadet

## Technical Department

### (Gold Stripes – Purple Background)

The Technical Department, headed by the Chief Technical Officer (Four Gold Stripes), oversees all engineering, electrical and ventilation systems.

## Engine Department

### (Gold Stripes – Purple Background)

Headed by the Staff Engineer Officer (Three and a half Gold Stripes), who reports to the Chief Technical Officer.

## Electro-Technical Department

### (Gold Stripes – Purple Background)

Headed by the Staff Electro-Technical Officer, who reports to the Chief Technical Officer.

## Passenger Services Department

### (Gold Stripes – White Background)

Also known as the Hotel Department; headed by the Passenger Services Director (Four Gold Stripes). This includes all hotel service and revenue areas for passengers and the ship's company, as well as the preparation of all necessary documents, shipboard accounts, and financial matters.

## Medical Department

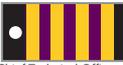
### (Gold Stripes – Red Background)

The Senior Doctor (Three and a half Gold Stripes) oversees the health and well being of passengers and ship's company.

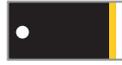
## Entertainment Department

The Cruise Director is responsible for all passenger entertainment and activities and has the equivalence of three and a half gold stripes. Although Entertainment staff do not wear Officer's uniforms, they are considered Officers onboard all Princess ships.

### Technical Department

 Chief Technical Officer	 Staff Engineer Officer Staff Electro-Technical Officer	 1st Engineer Officer; 1st Ventilation Officer; 1st Electronics Officer; 1st Electro-Technical Officer
 2nd Engineer Officer (with Class 1)	 2nd Engineer Officer; 2nd Ventilation Officer; 2nd Electronics Officer; 2nd Electro-Technical Officer	 3rd Engineer Officer; 3rd Ventilation Officer; 3rd Electronics Officer; 3rd Electro-Technical Officer
 4th Engineer Officer; 4th Ventilation Officer; 4th Electronics Officer; 4th Electro-Technical Officer	 Electro-Technical Cadet; Engineering Cadet	

### Hotel Department

 Passenger Services Director	 Staff Purser	 First Purser
 Sr. Assistant Purser	 Assistant Purser	 Jr. Assistant Purser

### Medical Department

 Senior Doctor	 Doctor	 Senior Nurse
 Nurse		

### Environmental Department

 Occupational Safety & Environmental Officer
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# Joining the Ship

## *Travel Documents and Flights*

You will receive a Joining Letter and flight details from your recruitment agency. Bring this letter with you when you travel to the ship, along with your passport, medical certificate and any safety-related certificates.

Officers and crew members traveling on a company issued ticket are not permitted to make alterations or deviations from the flight schedule at any point before or during the itinerary, under any circumstances.

Meals are not provided while you are traveling, so it is recommended you carry cash to buy meals.

## *Luggage*

Pack as if you are going on a trip for about two weeks. Bring enough toiletries and clothing for that time period. Also, consider the region where your ship will be sailing. For example, if the ship is sailing in Alaska, you may want to bring a few items of warm clothing. Remember, for the most part you will receive your uniform when you arrive onboard. However, you will need to bring your own shoes for work.

Luggage limits vary with each airline. Contact the airline you will be traveling with to get information about its policies. Several airlines charge passengers for having two bags. The Company will reimburse you for charges related to the number of bags, but not for exceeding airline weight limits.

## *Arrival in Port City*

Once you have completed any local Immigration and Customs procedures, refer to your joining letter for instructions on where to go. In most

cases, there will be hotel information and you will take a free shuttle bus from the airport to the hotel. However, in some ports you will be met by the local Port Agent and brought to the hotel or directly to the ship.

If you are staying in a hotel, the staff at the Front Desk will advise you about meal vouchers or an allowance for food. Vouchers can be used towards food items in the hotel's restaurant.

The hotel staff will also advise pickup times for Princess Cruises crewmembers the following morning from the hotel lobby. Depending on the port these times can be very early, so be sure to set an alarm clock or request a wake-up call. If you are picked up by the Port Agent, he or she will tell you the next morning's pickup time.

You will wear your own clothing when joining the ship, but remember that first impressions are made the moment you set foot onboard. A more conservative appearance is suggested.

The Crew Senior Assistant Purser (SAP Crew) or Personnel & Training Manager will welcome you to the ship and arrange for someone to take you



to your cabin, introduce you to your supervisor and show you the various safety routines.

### **Sign-On Procedures**

Upon boarding you will sign the Crew Agreement, also known as the Ship's Articles. This is an official document which details employment conditions and your statutory rights. By signing this document, you acknowledge and agree to act according to the Code of Conduct, found in your Terms & Conditions booklet. A copy of the Crew Agreement is displayed on a notice board near the Crew Office. Ask the Crew SAP or Personnel & Training Manager if you have any questions or need any additional explanation.

### **Passport/Visa/Medical Certificate**

Your passport, including visas, and Medical Certificate will be kept in the Crew Office upon signing on. It is your responsibility to make sure these documents are valid for your entire time onboard.

## **Life Onboard**

### **Cabins**

The assignment of cabins is based on your job and rank. If you share your cabin with someone, you will also share toilet and shower facilities. Those who smoke will be asked not to smoke in their cabin if assigned with a non-smoker. Cabin-mates usually work in the same department, but may have different work schedules.

Most cabins have a television and VCR or DVD player, as well as a telephone. Remember that storage and closet space are limited, so only bring things you will need. We strongly suggest you avoid over packing.

Cleaning supplies and chemicals are available free of charge. Unlike at home, the services of a Plumber, Electrician, etc. are also free onboard. Report problem immediately.

In officer-equivalent cabins, Officer Stewards will provide maintenance under the guidance of the Crew Area Supervisor.

### **Church Services**

All crewmembers are welcome to attend passenger church services held onboard. You must wear the appropriate uniform and receive permission from your supervisor.

### **Crew Club**

The Crew Club organizes barbeques, discos, bingo, soccer games, and other social activities to help you relax when you are not on duty. You're encouraged to take part in these activities when time allows. The Crew Club also offers a selection of videos or DVDs for crew use.

### **Electrical System**

All appliances, transformers, including audio, visual and computer equipment must be presented to the Chief Electro-Technical Officer at the Portable Appliance Testing (PAT) session. This test checks each electronic item's suitability for the ship's voltage supply and safety. The electrical supply in crew cabins is 110 or 220 volts, depending on the vessel.

Non-fused transformers, cup heaters, any form of food heater, kettle, cooker, heaters (including dehumidifiers) and irons (except those supplied in the crew laundrettes) are prohibited.

## **Gymnasium/Pool**

Most ships have a crew gymnasium for your use, so feel free to work out as often as your time off permits. Crew pools and deck areas are available on most ships for use while off-duty.

## **Internet Access**



Internet access is available to crewmembers on all ships. A small charge applies. Also, a large majority of ports have internet cafés. Some ships have wireless internet service available for crew to access using their personal computers.

## **Laundry**

Your uniform will be cleaned free of charge. There is a crew uniform wash three times a week. See the crew notice board for details.

You may use the staff laundrettes to do your own washing, however staff are not permitted to use the passenger laundrettes.

## **Mail**

Postage stamps for most ports of call may be purchased at the Crew Office, where you may leave letters for mailing. You can receive mail via the Port Agent for your various ports of call. Port Agents are individuals and/or companies who provide support and service to the ship while it is in port. A list of Port Agents will be given to you onboard.

## **Meals**

Breakfast, lunch and dinner are served in designated mess areas free of charge. You may not take food from any mess into your cabin.

Alternative dining options are available in passenger areas for staff with deck privileges at designated times. A charge may apply.

## **Personnel & Training Manager**

The Personnel & Training Manager is responsible for the human resources function and is always available to provide advice or help. Stop by the office or phone for an appointment whenever you need assistance.

## **Staff Recreation Room**

Each ship has a Staff Recreation Room and bar. Hours of operation will be displayed in crew areas. On most ships, this facility is equipped with televisions, a sound system, video games, beverage service and a dance floor.

## **Time Off**

Shore leave is approved by your supervisor and granted to off-duty staff. Generally you are required to be back onboard 60 minutes before sailing time. Always check the gangway notice board for messages and exact times.

## **Telephone Calls**

Placing and receiving telephone calls onboard can be expensive due to the satellite connection. Depending on the location of the ship, it may not always be possible to access a line. Telephone Calling Cards are available for purchase in the Crew Office and can be used onboard or ashore.

## **Work Schedules**

Work schedules are arranged by Heads of Department and will vary depending on your position and the itinerary of the ship. Most crewmembers work seven days a week and there are no scheduled days off.

# Uniforms

Your uniform, including the appropriate shoes, is to be worn at all times when you are on duty or in passenger areas. Your uniform should be immaculate, clean, properly pressed, and in good condition. Do not carry anything in pockets where it is visible.

## *Name Badge and C.R.U.I.S.E. Pin*

Your name badge and your C.R.U.I.S.E. pin are very important parts of your uniform. They should be worn on the left side at all times when you are on duty. Decorations on the name badge are not permitted.

## *Footwear*

Shoes must always be clean, polished and in good condition. Women should wear shoes with rounded toes and low heels. For safety reasons, shoes with open toes, open heels, or sandals are not permitted while on duty. If you wear a skirt or dress as part of your uniform, pantyhose/stockings/tights in black or neutral shades are to be worn when on duty. Seams and other decorative features are not allowed. Check with your supervisor for any specific requirements for your position.



## *Free Issue*

Upon first joining the Company, you will receive uniform items that are unique to Princess Cruises (e.g. tuxedos, jackets, vests, ties and bow ties, dresses, epaulettes, themed trousers, shorts and themed skirts and any other item specific to the company) free of charge.

## *Additional Uniform Requirements*

Uniform shoes (except safety shoes) and other items common to the hospitality industry (e.g. regular white shirts and blouses, plain black trousers and skirts, black belts and shoes) are the responsibility of each individual to supply. Additional uniform items may be purchased onboard at the Company's cost price. The uniform locker stocks male safety shoes, male tropical white shoes and male black formal shoes. The uniform locker does not carry women's shoes.

In circumstances where a uniform is damaged beyond your control (e.g. by oil, paint, etc.) and it is unacceptable for use, a replacement may be provided free of charge.

# Payment of Wages

Crew are paid at the end of each month by the Crew SAP, with the exception of those paid by direct deposit to a bank account. Wages build up or accrue from and including the day the crewmember signs the Crew Agreement onboard and up to and including the day when the crewmember signs off the vessel.

## *Safety Deposit Envelopes*

Do not keep valuables or large amounts of cash in your cabin. The Crew Office can provide you with a sealed security envelope, which will be stored in a locked safe.

## Remittances

You may wire money to a bank account ashore for a fee. You must provide the full account name, bank account number, bank sort number and swift code to receive this service. We recommend you obtain this information from your bank prior to leaving home.

## Exchange of Currency

The working currency onboard all Princess ships is the U.S. dollar (USD). Where necessary for the ship's cruising area, other currencies may be bought or sold at the Crew Office.

**Note:** If onboard a Princess vessel operating under P&O Australia, the ship's currency is the Australian dollar.

## Check Cashing

Travelers Cheques may be cashed by the Crew SAP. Crewmembers with U.S. bank accounts may cash personal checks to the limit of \$250 USD per seven-day cruise.

A charge will be applied if checks are returned by the bank and the privilege may be withdrawn.

# Your Future with Princess

Your partnership with Princess can open doors to career opportunities. The various programs described below will enable you to develop your skills and reach your highest career potential. For advice on career and promotion options, speak with your Supervisor or the Personnel & Training Manager.

## Employee of the Month

An Employee of the Month is selected for each ship in the Princess fleet. The recipient of the award is recognized by his or her fellow crewmembers, supervisors and passengers for his/her outstanding service.

## Internal Transfer Program

When positions are available in other departments, you may submit an internal transfer application, as long as they meet the minimum requirements for the position. If you are interested, you should receive approval from your Supervisor and submit your employment application along with a résumé/C.V. to the Personnel & Training Manager.

To be eligible, you should have completed at least one previous contract and two months of your current contract with the Company. Crew must have received an appraisal score of no less than four in their current position, and no less than two for officers. You may not have any disciplinary action on record during your previous six months of sea service.

## Princess U



We encourage you to take part in the instructor-led training programs held onboard. Courses include Communicating with Management, Working as a Team, Principles of Leadership and Managing Stress.

Even if you don't have a Trainer onboard, you can still take advantage of Princess U at your own pace with computer-based learning. The How To Master series provides training on computer skills such as business writing, time management and using Microsoft software.

We are also proud to offer an English Language Program that enables crew to continue to enhance their English skills. See your Personnel & Training Manager to learn about the opportunities available onboard your ship.

### **Promotion and Advancement**

Hard work and dedication are recognized by departmental supervisors using our Performance Appraisal System and may result in a Promotion Recommendation. Job advancement to more senior ranks within the same department is determined based entirely on merit and performance.

Promotion is neither guaranteed nor automatic. It may take multiple tours of duty in one rank before a promotion can be given.

### **Service Recognition**

Princess Cruises wants to recognize crewmembers who consistently exceed expectations. In order to do so, passengers are asked to identify such crewmembers by completing "You Made the Difference" cards (blue) located in passenger staterooms. Crewmembers are also able to complete a "You Made the Difference" card (green) for co-workers.

The Princess Service Loyalty Recognition Program recognizes and honors shipboard staff for their years of service with Princess Cruises.

## **Policies & Procedures**

It is the responsibility of each individual to follow all Company guidelines. You can familiarize yourself with all of the guidelines by reading the *Terms & Conditions* booklet.

### **Appearance**

You should be well-groomed and appear professional when in uniform and on duty.

**Hair & Make-Up:** Flashy styles and hair dyed an unnatural color are not acceptable. Hair must be dry before coming to work.

**Women:** Hair must be worn in a neat, attractive and conservative style. Female staff working in food service outlets must wear hair up and off the shoulders, away from the face. In the Galley, long hair must be tied back and covered with a hair net. Make-up that complements your skin tone is to be carefully applied and well-blended. Excessive or dramatic makeup is not acceptable. Only neutral shades of nail polish are to be worn. Nail polish is not permitted in the Galley.

**Men:** Hair and sideburns must be kept neatly trimmed and worn in a style which is neither excessively long nor short. Hair is to be no longer than the top of the collar. A clean-shaven appearance is required. Moustaches, beards and long sideburns are not permitted.

**Note:** *Officers, Deck and Technical ratings and Hotel staff in non-passenger areas may wear a neatly-trimmed beard, long sideburns and/or a moustache, but only with the permission of the Head of Department. The Company will consider departures from this policy based upon religious beliefs.*

## **Jewelry**

Jewelry is permitted as part of your uniform under the following guidelines:

- One watch
- One ring (signet or wedding band)
- One necklace/chain (worn beneath blouse/shirt)
- Earrings (One in each ear. No hanging types. Women only)

No broaches or pins are to be worn other than a name badge and C.R.U.I.S.E. pin.

## **Tattoos and Body Piercing**

Visible tattoos while wearing a uniform are not acceptable. Please note, uniforms may consist of short sleeve shirts, shorts or skirts.

Facial piercings (e.g. nose, tongue, eyebrows) are not acceptable when on duty or when in passenger areas.

## **Code of Conduct**

Please read the *Terms and Conditions of Employment and Code of Conduct*. This booklet is provided by your recruitment agency and is available onboard from the Personnel & Training Manager, at the Crew Office or on C.R.U.I.S.E. Connections.



## **Harassment & Retaliation Policy**

Princess Cruises promotes a work environment free from harassment and retaliation and requires that all employees be treated with dignity, respect and courtesy. Harassment or retaliation occurring in the workplace or in connection with work is not tolerated.

## **Relations with Passengers – Non-Fraternization Policy**

Any intimate relations or attempts at intimate relations with passengers may lead to dismissal. This includes asking a passenger to be alone, kissing, engaging in sexual relations, or any other similar behavior. Such conduct may also be considered a criminal assault and lead to the arrest of a crewmember. Passengers are not to be invited to an officer/crew accommodation nor should an officer/crewmember visit a passenger cabin, unless required to do so in connection with their job.

## **Alcohol**

Your ability to perform your normal or emergency duties must never be restricted or impaired by consumption of alcohol. Incapacity through the influence of alcohol and/or inability to carry out duties may result in discharge. Failure to agree to a request for an alcohol test will result in discharge.

## **Illegal Drugs**

Princess Cruises has a zero tolerance policy with regard to illegal drugs. The trafficking in, possession or sale of illegal drugs is a criminal offense and may result in criminal prosecution in the applicable jurisdiction. Conviction may result in lengthy prison sentences or, in some jurisdictions, death. Members of the ship's company are subject to random drug testing.

## Weapons/Contraband

Prohibited weapons and items such as pornography depicting minors and/or violence are strictly forbidden. Possession of these items may result in immediate discharge and possible prosecution. Members of the ship's company are subject to search and electronic devices may be inspected by local authorities.

## Medical

Each ship has a Crew Medical Center which is open during posted hours. Services are free, except for pre-existing conditions. Emergency services are available 24 hours a day, seven days a week.

You must report to the Medical Center if you feel ill, particularly with stomach sickness or diarrhea. Failure to do so may lead to disciplinary action.

## Medications

If you are on prescription medication, you should bring enough of a supply to last for your entire contract. You are required to inform the Doctor of any medication you are taking and any drug allergies.



## Prescription Eyewear

If you wear prescription glasses, it is recommended that you bring an extra pair, as you may be working in a region where optical services are not easily available. You should also have a copy of your current prescription with you.

## Personal Hygiene

To maintain our professional standards, attention should be paid to cleanliness by showering regularly using suitable deodorants. Strongly-scented perfumes or colognes should not be used. Fingernails should always be kept clean, well-trimmed, and of moderate length.

The most critical aspect of personal cleanliness is frequent and careful hand washing. Hand washing should always be done before and/or after:

- Using the bathroom
- Entering food preparation areas and handling any food
- Handling raw and cooked food
- Combing or touching hair or any part of the body
- Eating, smoking, coughing or blowing nose
- Handling food waste or refuse
- Handling cleaning chemicals
- Using gloves

## Reporting Illnesses

It is your responsibility to immediately report any illnesses to your supervisor before starting work. Your supervisor will contact the Duty Nurse to arrange for treatment. You should not work if you have any of the following symptoms:

- Diarrhea
- Vomiting
- Jaundice (yellow skin and/or eyes)
- Hand infections

## Norovirus

Norovirus (also known as NLV) is an extremely common and highly contagious virus that causes sudden vomiting and diarrhea. It is the second most reported illness, and it is estimated that 23 million people in the United States suffer from this virus each year.

Norovirus is spread through person-to-person contact, by touching an infected person and not washing your hands afterward, or being close to someone when they are ill. It can also spread by eating affected food or touching surfaces that have been used by an infected person.

The most effective way to stop the spread of Norovirus is to wash your hands frequently and thoroughly.

## CORRECT HAND WASHING PROCEDURE



**1** Wet hands with warm water

**2** Apply liquid soap

**3** Lather and rub for 20 seconds

**4** Rinse thoroughly with warm water

**5** Dry with paper towels

**6** Turn off water/open door with paper

**WHEN:**

- After using the toilet
- Before and After eating
- Before entering galley/food areas
- After touching contaminated surfaces
- After cleaning or using chemicals
- Before and After smoking

**AS OFTEN AS POSSIBLE**

## Safety & Security

You will be required to take an active role in safety drills, in-port manning (you may be asked to remain onboard when in port), gangway/embarkation duties and security duties. These duties are in addition to your regular job responsibilities.

### Blue Emergency Station Card

Upon joining your ship, you will be given a Blue Emergency Station Card by your supervisor. This card contains important safety information, and should be carried to all drills, together with your lifejacket, warm clothing and head covering. If you are in doubt about any of your emergency duties, ask your supervisor.

### Emergency Drills

These are a requirement and are held regularly. You will be expected to take an active part in these drills.



### **Splash/Watertight Doors**

Your first safety induction will be given prior to the vessel's departure and will include instruction in the safe operation of watertight and splash tight doors. Watertight doors are highly dangerous and are for your safety at sea: should you find them in the closed position, do not open them. If they are about to close or are closing, do not walk through them. This is not only a disciplinary offense, but is also very dangerous.

### **General Emergency Stations**

Seven short and one long blast of the alarms and ship's whistle is the signal that alerts passengers to go to their cabins, collect their lifejackets, warm clothing and any medication, and then to proceed to their emergency station.

### **Lifejacket**

Your lifejacket is to be kept in its designated place in your cabin when not being used. It should not be kept in a locker, cupboard or anywhere outside of your cabin. Should you not find a lifejacket when you embark, report this immediately to your supervisor.

### **Security Identification**

Each crewmember is issued a laminex security pass (A-Pass) with your photograph on it. This is your official ship ID and if lost must be reported to your supervisor immediately. It is a disciplinary offense to lose your laminex. Use of another crewmember's card is not allowed. To ensure the ship's safety and security, you are required to show your laminex photo ID when leaving and returning to the ship.

