# Crew Services

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*Revised 11/2013*
I’d like to be one of the first to express how pleased we are to have you join our elite team, a team that consistently delivers an award-winning standard as the industry’s leading premium cruise line. Whether you are returning or joining us on your first contract, I want you to know that your contributions are vital to our collective success.

In this directory you will find useful details to help make your days run smoothly. The following pages hold important information on health, the environment, safety, and security as well as ship staff, services and amenities, and our Personnel Excellence Program (PEP).

Please take some time to familiarize yourself with this directory and use it as a source of guidance to help you navigate through your onboard experience.

At Holland America Line, we are committed to excellence. We encourage you to learn our mission and values statement and the guiding behaviors that support it. These values can be of great assistance to you and a source of guidance in your daily work and interactions.

For example, an integral part of our Signature of Excellence mission is our commitment to service excellence — not only to our guests — but to our colleagues, peers, and vendors that we work with. Likewise, we strongly encourage and value the importance of maintaining optimism and perspective and want to help you promote a positive and healthy balance between your personal and professional goals.

Thank you for sharing your time and talents with us. We look forward to being an integral part of your growth and advancement. Your onboard management team is available to assist further in your orientation and to answer any questions you may have to help you succeed.

In our large company, many opportunities are available for capable and dedicated people. We hope your career with us will be fulfilling and your future rewarding.

We wish you every success and appreciate you choosing to work with Holland America Line.

Sincerely,

Stein Kruse
President and Chief Executive Officer
COMMUNICATION
Telephone Cards can be purchased for USD $10.00 from vending machines in the mess room or on A/B deck near the Crew Office.

To access a crew telephone line from your cabin or the crew areas dial 52 or 53 depending on the ship, then follow the voice instructions.

Internet Cards can be purchased for USD $20.00 or $40.00 from vending machines in the crew Internet Café or on A/B deck near the Crew Office. Each ship has an Internet Café with at least four computers.

CREW OFFICE
Each ship has a Crew Office to answer your questions related to administrative and other crew related issues for example Payroll, Cabin allocation, Repatriation Travel, Documentation, Bike rental, DVD rental and money exchange.

Crew Office is located on A or B deck. Office Hours: 9:00 am -12:00 noon and from 7:00 - 9:00 pm except on Home Port mornings.

HUMAN RESOURCES MANAGER
Each ship has a Human Resources Manager who is responsible for Crew welfare including the Personnel Excellence Program (PEP), Career Path Guidance and the Onboard Complaint Procedures.

DINING
Officers: Officers may have their breakfast, lunch and dinner in the Lido Restaurant with the exception of officers who are in coverall/khaki uniforms. The daily program provides the opening hours of the Lido Restaurant for breakfast and lunch. Dinner service in the Lido Restaurant is usually from 5.30pm-7.00pm. As the Lido Restaurant also serves guests for dinner, there is a Staff & Officers seating area.

Some ships have a dedicated Officer Mess on Deck A. Those vessels without an Officer Mess may dine at the Petty Officer Mess Room. The hours for either mess room are posted on the door.

Room Service is available for the Officers and Corporate Partner Managers and is limited to two menu items per person per cabin. All Officers and Corporate Partner Managers are allowed to order room service at all times except between 0700 to 0900.

FITNESS
The crew gym is located on A or B deck (depending on the ship class). The hours are posted on the crew gym door, accessible for all staff/officers/petty officers and crew.

The guest gym in the Greenhouse Spa is available to ship’s Staff and Officers when open. Officers may not interfere with guest activities. The rule is Guests first.

LOUNGES/BARS
There are a number of bars/lounges onboard. The details of these lounges/bars are explained in detail in the House Rules.

MAIL
Crew can send out mail via the Crew Office. This mail is delivered to the Port Agent in designated ports. A mailing port list is available in the Crew Office which also details best ports for receiving mail.
MONEY MATTERS
Crew may change cash or cash Traveler Checks in the Crew Office. Personal Checks are not accepted and will not be cashed onboard. On certain itineraries Foreign Currency Exchange service is provided by the Crew Office.

OFFICER ACCOUNTS
Ship’s Staff, Officers, Petty Officers and Corporate Partners are entitled to an Officer’s Account. Onboard purchases can be charged and are required to be paid on a per voyage basis. Payment of these accounts must be in either:
Cash: Two days after the Voyage end in the Crew Office. Petty Officers and Corporate Partners are required to follow this option. Credit Card: If payment is made by credit card, the credit card must be registered with the Purser two days before the voyage ends. (Corporate Partners)

Payroll deduction (for Staff and Officers): All accounts are settled by the Night Audit Office at the end of the Segment/Voyage. Officers that are set up for automatic Payroll deduction will receive an appropriate message via the Time and Attendance Terminal. It is up to the Officer to provide timely electronic approval of their deduction via the Time Terminal.

Note: failure to provide approvals may result in this Officer Account privilege being revoked.

Crew: As per a posted schedule, there is a Crew Bar located in the Crew Mess room. Crew is required to pay cash for items purchased.

PAYROLL
All staff/officers/crew are paid in cash or can make cash draws towards their wages as follows:

STAFF, OFFICERS, (SEA CONTRACT) PETTY OFFICERS:
Daily during opening hours of the Crew Office (Except on paydays, day before homeport and homeport).

Daily cash withdrawals from the Crew Office is not intended for large amounts. These should be done during the two scheduled paydays.

During the two designated Paydays per month.

CREW:
During the two designated Paydays per month.

CREW SAFES
The Crew Office has safes. A key can be obtained through registration at the Crew Office.

CREW SHOPPING
Once per month Crew Shopping is organized in the Shops and Salon onboard. Crew can purchase items only in cash at a discounted rate. The Crew Shopping Hours are posted on the Crew Bulletin Boards.

RELIGIOUS SERVICES
Every Sunday there is a Catholic Mass at 11:00 pm. The location is posted on the Crew Bulletin Boards. Each ship has a Mosque in the Crew Area that is accessible 24 hours a day. Further information can be found under the Human Resources Manager section as part of the Personnel Excellence Program.
Definition of Shipboard Personnel

A. SHIP’S STAFF
- Captain
- Chief Engineer
- Hotel Director
- Staff Captain
- S.E.H. Officer

B. HOTEL STAFF OFFICERS
- Culinary Operations Manager
- Beverage Manager
- Purser
- Human Resources Manager
- Guest Relations Manager
- Executive Housekeeper
- Cruise Director
- Manager, On Board Marketing
- Shore Excursion Manager

C. OFFICERS

Nautical Department:
- 1st, 2nd, 3rd & 4th Officer
- Security Officer
- Cadet Officer
- Assistant Watchkeeper
- Lead Medical Officer (LMO)
- Crew Medical Officer (CMO)
- Nurse (FT)
- Physician

Technical Department:
- Staff Chief Engineer
- 1st, 2nd, 3rd, 4th & Asst. Engineers
- Chief Electrician
- Full Time Safety Officer
- Facility Manager
- Assistant Facility Manager
- 2nd & 3rd Electrician
- Technical Controller
- Cadet Engineer
- Electrical Cadet

Hotel Department:
- IT Officer
- Assistant ITO - Hotel
- Controller
- Executive Chef
- Canaletto Chef
- Chef de Cuisine Tamarind
- Pinnacle Grill Chef
- Dining Room Manager
- Pinnacle Grill Manager
- Tamarind Manager
- Canaletto Manager
- Asst. Culinary Operations Manager
- Asst. Beverage Manager
- Cellar Master
- Provision Master
- Night Audit Officer
- Crew Officer
- Asst. Dining Room Manager

Entertainment Department:
- Event Manager
- Entertainment Tech Manager
- Band Leader
- Piano Bar Ent.
- Band Musician
- Location Guide
- Techspert
- Librarian
- Youth Program Coordinator
- Youth Staff
- Show Host
- Culinary Arts Center Host
- Sound Technician
- Light Technician
- Rigging Technician
- Lounge Technician
- Cast Members / Entertainer
D. PETTY OFFICERS

Nautical Department:
- Boatswain
- Asst. Boatswain
- Sr. Locksmith (D)
- Security Supervisor (SEA-contractor)

Technical Department:
- Foreman Engine Room
- Sr. Machinist
- Facility Technician
- Inventory Specialist (SEA-Filo)
- Facilities Tech (SEA-Filo)
- Electrical Technician
- Ref. Technician
- Engine Mechanic (SEA-contractor)
- Sr. Carpenter
- Sr. Upholsterer
- Sr. Locksmith
- Jr. Engineer

Hotel Department:
- Demi Chef de Partie (SEA-contractor)
- Patissier (SEA-contractor)
- 2nd Patissier (SEA-contractor)
- Butcher (SEA-contractor)
- Baker (SEA-contractor)
- Chef de Partie (SEA-contractor)
- Lido Chef de Partie (SEA-contractor)
- Entremetier Chef de Partie (SEA-contractor)
- Garde Manger Chef de Partie (SEA-contractor)
- Poissonnier Chef de Partie (SEA-contractor)
- Saucier Chef de Partie (SEA-contractor)
- Chef de Partie (ADR, Tamarind, Canaletto)
- Chief Steward (SEA-contractor)
- Asst. Tournant Tamarind
- Asst. Commis Tamarind
- Storekeeper (HTL) (SEA-contractor)
- Sous Chef (Tamarind)
- Assistant Storekeeper
- Assistant Provision Master
- Head Deck Steward
- Head Bartender
- Stateroom Inspector
- Public Area Supervisor
- Crew Care Supervisor
- AYWD Host / Hostess
- Florist (Indonesian)
- Laundry Master
- Pest Management Coordinator
- Printer
- Tournant

Jr. Housekeeper
Guest Relations Associate
Sr. Tailor
Clerk Sr./Jr./HR/MHO/HK/Night Audit

Entertainment Department:
- Stage Supervisor
- Entertainment Tech Assistant

E. CORPORATE PARTNER DEPARTMENTS

Category 1:
- Shop Manager
- Salon Manager
- Image Creator Manager
- Casino Manager
- Art Auctioneer
- Port Shopping Ambassador
- Internet Café Manager
- Florist Manager
- Merabella Manager
- Acupuncturist

Category 2:
- Shop Personnel
- Salon Personnel
- Image Creators Personnel
- Casino Personnel
- Art Associates

F. CREW RATINGS

All functions not mentioned above
Public Rooms, Guest Areas & Crew Areas

All areas designated for guest use, including the Lido deck and swimming pools.

**A. SUNBATHING AREA**

The area(s) designated by the Captain as such for use by the Officers, Petty Officers, Corporate Partner Staff and Crew.

**B. NIGHT BAR**

The “Piano Bar” on the ms Statendam, Maasdam, Ryndam, Veendam, Volendam, Zaandam, and Zuiderdam, Oosterdam, Westerdam, Noordam, Eurodam and Nieuw Amsterdam.

The “Tropic Bar” on the ms Rotterdam and Amsterdam.

The “Java Café/Bar” on the ms Prinsendam.

Shipboard Personnel as outlined in the benefits grid located on eFleet are permitted to access the night bar, however, the purchase of hard liquor or restricted alcoholic drinks as defined in HRP-300 is prohibited.

Crewmembers or officers who pressure bartenders or bar staff to serve them hard liquor or restricted alcoholic drinks as defined in HRP-300 will be considered in violation of the Company’s Drug & Alcohol Policy and will be subject to disciplinary action up to and including dismissal.

**C. DISCO**


“Northern Lights” on the ms Zuiderdam, Oosterdam.

The privilege extended to Shipboard Personnel with Officer status and Corporate Partner Staff to visit public rooms or guest areas for entertainment or recreational purposes can always be revoked by the Captain; if in their opinion or the opinion of any other staff member, the behavior, grooming or apparel of the crewmember is not in accordance with the Company’s standards or he/she is in violation of any other Company rule.

At the sole discretion of the Captain, Shipboard Personnel with Officer status and Category 1 Corporate Partner Staff who have worked late hours, or Officers that have presided at a table in the dining room with guests, may be permitted to stay in the public rooms (with the exception of the Night Bar) for a relaxation period after the completion of their duties until 2:00am.

Staff Officers, Hotel Staff Officers, 1st Officer, Staff Chief Engineer, 1st Engineer, Sr. 2nd Engineers and Sr. 2nd Deck Officers are permitted to stay in all rooms and guest areas for recreational and entertainment purposes within the rules of good common sense and the watch duty restrictions.

Except for operational purposes, Crew Ratings are not permitted to stay in public rooms and guest areas.

Petty Officers are allowed to attend guest movies and shows as indicated under “Movies/Shows”.

**D. OFFICER’S, PETTY OFFICER’S, CREW BAR**

The area designated as such.

**PUBLIC ROOMS, GUEST AREA & CREW AREA**

All Shipboard Personnel with Officer status and Corporate Partner Staff are permitted in the public rooms for recreational and entertainment purposes until 1:00am, ensuring the following:

Immaculately dressed in the prescribed uniform where applicable and well groomed.

Never more then two Shipboard Personnel should sit together without a guest.

Seats are available. Shipboard Personnel are not allowed to occupy bar stools or stand near bar stools.

Shipboard Personnel are not allowed to dance with each other but are allowed to dance with their spouse/significant other and family.

House Rules
A. SUNBATHING, SWIMMING & JACUZZI
Shipboard Personnel with Officer status and Corporate Partner Staff may use the swimming pools, Jacuzzis and deck chairs, as well as sunbathe on guest decks, as designated by the Captain.

Port Days: Permitted to use all areas until ½ hour prior to sailing.
Sea Days: Permitted to use area designated by Captain only.
The principle of “Guests First” should be adhered to at all times.

B. MOVIES & SHOWS
If seats are still available after guests have taken their seats, Shipboard Personnel with Officer or Petty Officer status and Corporate Partner Staff may attend guest movies and shows provided they are well groomed and wearing the prescribed uniform.

Officers, Petty Officers and Corporate Partner Staff without an evening uniform should dress according to the guest dress code of the evening.

C. NIGHT BAR
Shipboard Personnel as outlined in the benefits grid located on eFleet are permitted to access the night bar.

D. GAMES & GAMBLING
At no time are shipboard personnel permitted to participate in any games organized for the guests, such as casino gambling, bingo, or similar games, or to financially benefit from any games organized for guests while on a working cruise. This also applies to family and friends accompanying shipboard personnel in the employee’s cabin. Others not permitted to participate in games and gambling at any time are Casino division employees and their families.

Cruise line employees both shipboard and shore side on vacation along with family and friends staying in guest cabins are allowed to utilize the games and gambling onboard.

Any crew gambling is strictly forbidden, with the exception of Lepeho, Lotteries and Crew Bingo which are allowed only after obtaining permission from the Captain and under strict supervision of the Security Officer. Personnel Excellence Program (PEP) activities may include low limit poker or blackjack once per month.

E. DISCO
Shipboard Personnel with Officer status and category 1 Corporate Partner Staff are permitted in the public room used as a disco on the same conditions as mentioned above.
F. GUEST GYMNASIUM & AEROBICS CENTER
All Officers and category 1 Corporate Partner Staff are permitted to use the Guest Gymnasium/Aerobics Center. This area is off limits to all other Shipboard Personnel as there are crew gyms on all vessels.

When using the guest gym common sense and the principle of “Guests First” should be adhered to at all times. When not rehearsing on stage, Cast Members are permitted to use the aerobics center for rehearsals, between 7:00pm and 9:00pm and when otherwise designated by the Hotel Director.

G. SALON
Free Haircuts (not including highlights, roots or colors) are approved for the following: Ship’s Staff and spouse, Culinary Operations Manager, Cruise Director, Executive Housekeeper and Guest Relations Manager.

Gratuity: A nominal tip is expected from the above listed for the hairdresser for their service. As a guideline, 15% of the regular guest price is a customary gratuity amount.

Shipboard and Shoreside Staff receive the following discount:

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<th>Retail Products</th>
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<tr>
<td>Sea Days</td>
<td>25%</td>
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<td>Port Days</td>
<td>50%</td>
<td>10%</td>
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Note: Guests always have first preference over staff, officers and their spouses. Appointment by space available only. Shipboard and Shoreside Staff are expected to tip the therapist for all services rendered.

H. SHOPS
Shops discount is 20% for Ships staff and 10% for all other officers, staff and crew. Ship’s staff may not make purchases on behalf of others.

I. OFFICER’S BAR
All Shipboard Personnel with Officer status, Corporate Partner Staff, Guest Entertainers and Speakers are permitted to make use of the Officer’s Bar, provided they observe the following rules:

• Guests are not permitted in the Officer’s Bar.
• All must be well groomed and dressed in the appropriate uniform.
• For functions with no uniform – no tank tops, shorts or workout clothes permitted.
• Officers are not permitted to invite Petty Officers and Crew without prior approval from Ship’s Staff.

J. PETTY OFFICER’S BAR
• Guests are not permitted in the Petty Officer’s Bar.
• All should be well groomed and dressed in the appropriate uniform.
• For functions with no uniform – no tank tops, shorts or workout clothes permitted.

K. CREW BAR
• Guests are not allowed in the Crew Bar.
MEALS, DRINKS & ENTERTAINING GUESTS

Shipboard Personnel with Officer status and Corporate Partner Staff shall have their meals in the Lido Restaurant. All meals provided by the ship must be consumed in the designated area/Messroom. At no time may food be prepared and/or consumed in your cabin.

Shipboard Personnel with Officer or Petty Officer status and Corporate Partner Staff will be issued a private account number for their drinks. When using this charge number in the Officer’s Bar or Petty Officer’s Bar, they will be charged the discount Crew rate for drinks. No discount is given on full bottles of wine or champagne.

A 57% discount on tariff pricing shall be applied to beverage purchases made in the public rooms by deck, engine, hotel, entertainment and corporate partners, officers and staff. The following policies apply as per BSC Manual:

- Discount applies for all deck, engine, hotel, entertainment and corporate partners, officers and staff who have access to public rooms per the House Rules
- Discount does not apply to guest entertainers and supplemental staff, who are entitled to a 50% discount on their purchases.
- Discount applies only in the guest bars
- Discount does not apply to cards used for purchasing soda, wine, coffee or other beverages
- Discount applies only in the guest bars
- Officers and staff are strongly encouraged to mingle with guests
- Officers and staff will adhere to the principle that guests come first at all times
- If a bar is or becomes crowded with guests, Officers and staff will avoid taking up seats or space and offer up seats where appropriate
- Discount does not apply to full bottles of wine & champagne.
- Discount is not applicable in Explorations Café.
- Discount does not apply for any tobacco product and bar souvenirs
- 15% BSC applies on the discounted amount of the purchase
- Room Service policy prohibits beverage service to cabins

No more than 3 deck, engine, hotel, entertainment and corporate partners, Officers and staff should sit or stand together in the public rooms. If the conduct guidelines are not adhered to, the discount privilege may be revoked at any time at the discretion of the Master.

All officers and Corporate Partner Managers are allowed to order room service at all times except between 700am to 900am.

See benefits grid for eligibility on eFleet.

- Orders will be placed via in-cabin phone system only.
- Menu options are from the standard in-cabin menu only. No substitutions or special orders can be made.
- No bar service allowed.
- The number of orders that can be placed by an individual will not exceed the number of guests living in the stateroom.
- In all situations, the order taker will advise the Officer or Corporate Partner Manager how long it will take for the order to be delivered. Guest orders will always have the highest priority.
- All orders will be set up using Lido trays, Lido silverware and Lido china.
- Housekeeping staff will remove the trays when the stateroom is being cleaned. At no time should a tray be left in any corridor.

House Rules
A. THE CAPTAIN’S TOAST

Each cruise, normally on the first formal night, the Captain introduces: the Hotel Director, Chief Engineer, Staff Captain, S.E.H. Officer, Future Cruise Consultant, Cruise Director and the Employee of the Month before the start of the first and second show in the main lounge.

B. ENTERTAINING GUESTS

All Shipboard Personnel with Officer status and Category 1 Corporate Partner Staff are encouraged to entertain guests (E.P.) when in Public Rooms and are encouraged to do so on Company account. All employees’ personal requests, except for beverage purchases, are not be made in guest bars.

The E.P. account number should be given to the service personnel. The guest check should be clearly marked by the Officer with his/her rank and the indication E.P. All E.P. checks will be approved and signed by the Captain and the Hotel Director the following day.

If the E.P. privilege is abused, the privilege will be withdrawn and the normal guest rates will be charged to the individuals’ personal account for the drinks consumed.

The company does not consider arranging or organizing private tours for guests on shore for profit or not as entertaining guests. This conduct is considered inappropriate and shipboard personnel involved in arranging/organizing private tours for guests may be subject to discipline.

C. DINING WITH GUESTS

Staff Officers, Staff Chief Engineer, 1st Officer and 1st Engineer normally host a table in the guest dining room on formal nights. Other Officers may be invited to the dining room in order to achieve proper representation. Formal uniform is the required attire for these occasions.

Ship’s Staff, Staff Chief Engineer, 1st Officer and 1st Engineer may approve on a case-by-case basis, for special occasions that Officers and Petty Officers may eat in the guest dining room with their relatives traveling onboard. The Cruise Director, Event Manager, Show Host, Culinary Arts Center Host, Techspert, Location Guide and Librarian are permitted to, and should be encouraged to eat with guests in the Dining Room. Proper attire shall be worn and behavior should conform to standards.

D. SPOUSES AND CHILDREN

Spouses and children, traveling under the Seagoing Cruise Privilege Policy should conform to the House Rules applicable to their spouse or parent’s function.

The same privileges apply for the public rooms and guest/crew areas and they have the same duty to socialize with guests as their spouse or parent.

- Unaccompanied children age 20 and younger are not allowed in the public rooms after 10:00pm. Spouses and children are not allowed to sign E.P. checks. Spouses and children should conduct themselves in a respectful and courteous manner.

- The Seagoing Cruise Privilege Policy is a privilege. Non-compliance with this policy can result in the spouse and/or children being disembarked and future privileges being denied.

- For further clarification, please refer to the Seagoing Cruise Privilege Policy in the MR 1000, section 19
DRESS CODE & GROOMING

At all times, uniforms must be worn as described in Section 7 below. Shipboard Personnel should always maintain a professional and conservative appearance while in public areas.

All Shipboard Personnel are expected to be properly shaven and well groomed at all times.

Hair for male employees may not be longer than his shirt collar. For musicians and dancers, longer hair may be permitted, including dreadlocks for steel drum musicians and braiding for others, so long as: (i) the hair is neat and well maintained; and (ii) the length and style is approved by the hiring manager and the Hotel Director. While the growing of beards and mustaches is permitted on vacation, it should be understood that these facial ornaments are only allowed onboard when they are kept immaculate. To start growing mustaches and beards while working onboard is not allowed. Beards and other facial ornaments should not interfere with or prohibit the wearer the use of safety equipment, such as filter masks and breathing apparatus masks.

Men are not permitted to wear earrings. Women’s jewelry should be conservative. Visible body ornaments of any kind (piercings, tattoos, etc.) are not permitted.

Personal hygiene must be observed at all times. Any questionable grooming is at the discretion of the Ship’s Staff to make the determination of what is acceptable to our guests. Failure to comply could result in termination. Termination date to be determined by the Captain based on the operational needs of the vessel.

A. NAME TAGS

All Nautical, Technical and Hotel Officers and Petty Officers and Corporate Partners are required to wear name tags stating first and last name, as well as their Function and flag/s of spoken languages, while in public rooms and/or guest areas.

The name tag is to be worn on the left side of the uniform, in accordance with the Name Tag section of this Appendix.

Name tags are not worn on Officers’ Formal uniform.

Definition of Dress & Uniform

A. SHIP’S STAFF & APPLICABLE OFFICERS AND PETTY OFFICERS IN THE NAUTICAL, TECHNICAL & HOTEL DEPARTMENTS.

Note: Applies to all those wearing ‘officer’ uniform.

FORMAL UNIFORM

Male: White dinner jacket, black evening trousers, black socks, black shoes, white tuxedo shirt, black bow tie and epaulets.

Female: White dinner jacket, long black skirt, nude-color nylons, closed black shoes, formal white camisole, and epaulets.

EVENING UNIFORM

Blue uniform (cold weather and warm weather areas)

Male: Blue long sleeve jacket, blue trousers, white shirt, black tie, black socks and black shoes.

Female: Blue long sleeve jacket, blue skirt, white dress blouse, closed black shoes and nude-color nylons.

Exception: On extremely warm days, when it is too hot to keep the blue jackets on; a long-sleeve white shirt* (with tie) may be worn, with attached epaulets. This being at the Captain’s discretion.

Note: Blue pants may be worn by Female Medical Officers, Female Bar Manager or Supervisor (for Glacier Bay duty and bar counts only) and Female Deck Officers (for gangway duty only).

Day uniform (cold weather areas)

Male: White long-sleeve shirt with soft epaulets, black tie, blue trousers, black socks and black shoes.

Female: White long-sleeve shirt with soft epaulets, blue skirt, nude-color nylons and black shoes.

Note: Blue pants may be worn by Female Medical Officers, Female Bar Manager or Supervisor (for Glacier Bay duty and bar counts only) and Female Deck Officers (for gangway duty only).
Day uniform (warm weather areas)

**Male:** White short-sleeve open-collar shirt with soft epaulettes, blue trousers, black socks and black shoes.

**Female:** White short-sleeve open-collar shirt with soft epaulettes, blue skirt, nude-color nylons and black shoes.

**Note 1:** Blue pants may be worn by Female Medical Officers, Female Bar Manager or Supervisor (for Glacier Bay duty and bar counts only) and Female Deck Officers (for gangway duty only).

**Note 2:** For Hotel Officers with specifically-assigned duties on Half Moon Cay, blue shorts will be provided. *The epaulettes will be transferred from the existing uniform and the tailors will sew loops on the white shirt.

**Note 3:** Dining Room Officers and Petty Officers are required to wear jacket and tie in the Dining Room for all meal periods.

**“DIRTY WORK” UNIFORM**

**Khaki uniform:**

**Male & Female:** Khaki shirt, khaki trousers, black socks, black shoes and epaulettes.

**Coveralls:**

**Male & Female:** White coveralls will be issued onboard. However, for extreme dirty work, navy blue coveralls will be provided.

**Note:** Upon disembarking the vessel, all Officers and applicable Petty Officers are responsible for and expected to take all uniforms (including shoes) with them at the end of each contract. This will conform to the Uniform Policy which states all Officers and applicable Petty Officers must board their next vessel assignment with all required uniforms.

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**B. APPLICABLE NAUTICAL, TECHNICAL & HOTEL DEPT. PETTY OFFICERS & CREW RATINGS**

Uniforms are issued onboard, per function. Men are always to wear socks of the appropriate color with the uniform and women are always to wear nylons. Note: If transferring to another vessel, all Shipboard Personnel are required to take the complete uniform set with them to their new vessel.

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**C. ENTERTAINMENT DEPARTMENT**

**Cruise Director:**

**Formal uniform**

**Male:** Tuxedo, black vest, bow tie, tuxedo shirt – full collar, black shoes.

**Female:** Full length dress.

**Evening (informal and casual) uniform**

**Male:** Black or navy suit, white dress shirt, black or navy shoes; tie optional.

**Female:** Black or navy suit, camisole, black or navy shoes; black or navy dress, nylons, black or navy pumps.

**Day uniform (Worn in cold weather areas or as defined by the Captain)**

**Male:** Navy pants, white camp shirt, navy shoes; parka optional.

**Female:** Navy pants, white camp shirt, navy shoes; parka optional.

**Day uniform (Worn in warm weather areas or as defined by the Captain)**

**Male:** Navy pants or shorts, white camp shirt, navy shoes; windbreaker optional.

**Female:** Navy pants or skirt, white camp shirt, navy shoes; windbreaker optional.
NON CRUISE DIRECTOR (INCLUDING SHOW HOST, CULINARY ARTS CENTER HOST, TECHSPERT, LOCATION GUIDE, LIBRARIAN, YOUTH PROGRAM COORDINATOR, YOUTH STAFF):

Formal uniform
Male: Tuxedo, black vest, bow tie, tuxedo shirt – full collar, black shoes.
Female: Full length dress.

Evening (informal and casual) uniform
Male: Blue suit, white dress shirt, navy shoes; tie optional.
Female: Black or navy suit, camisole, black or navy shoes; black or navy dress, nylons, black or navy pumps.

Day uniform (worn in cold weather areas or as defined by the Captain)
Male: Navy pants, orange pique polo, navy shoes; navy cardigan and navy/orange windbreaker optional.
Female: Navy pants, orange pique polo, navy shoes; navy cardigan and navy/orange windbreaker optional.
Note: Techsperts can wear white embroidered Techspert polo. Youth Program Coordinator and Youth Staff are permitted to wear daytime attire during evening programming hours held in the youth center.

Day uniform (worn in warm weather areas or as defined by the Captain)
Male: Navy pants or shorts, orange pique polo, navy shoes; navy cardigan and navy/orange windbreaker optional.
Female: Navy pants or shorts, orange pique polo, navy shoes; navy cardigan and navy/orange windbreaker optional.
Note: Techsperts can wear white embroidered Techspert polo. Youth Program Coordinator and Youth Staff are permitted to wear daytime attire during evening programming hours held in the youth center.

Musicians:
HALCats - Performance Attire
Formal: Black suit and silver tie (musician or company supplied), white dress shirt, black socks, black dress shoes.
Casual: Black slacks, black shirt, black socks, and black dress shoes.
Deck: Shirt and shorts/pants (musician or company supplied), deck shoes, and brown belt.
Performance attire will be worn throughout the evening when in public areas.

Lounge Groups and Pianists:
Each Musician will provide his/her own performance attire to coincide with the evening dress code. Performance attire will be worn throughout the evening when in public areas.

Daytime Non Performance Attire
When in public areas and not performing. All musicians will wear their own appropriate attire, consisting of:

- Slacks (“dockers” or the like)
- Collared shirt (e.g. polo or golf shirt).
- Long or short sleeve casual shirt
- Deck shoes (“Vans” or Topsiders)
- No jeans, t-shirts, or sneakers

House Rules
**Stage Staff:**

*Formal uniform (front of house)*
**Male:** Black suit, white dress shirt, silver tie, black shoes.
**Female:** Black suit, white dress shirt, silver tie, black shoes or full length dress.

*Formal uniform (back of house)*
**Male:** Black embroidered dress shirt, black pants, black belt, and black shoes.
**Female:** Black embroidered dress shirt, black pants, black belt, and black shoes.

*Evening (informal and casual; front of house) uniform*
**Male:** Black embroidered dress shirt, black pants, black belt, and black shoes.
**Female:** Black embroidered dress shirt, black pants, black belt, and black shoes.

*Evening (informal and casual; back of house) uniform*
**Male:** Black embroidered dress shirt, black pants, black belt, and black shoes.
**Female:** Black embroidered dress shirt, black pants, black belt, and black shoes.

*Day uniform (worn in cold weather areas or as defined by the Captain)*
**Male:** Black embroidered polo, black casual pants, black belt, and black shoes.
**Female:** Black embroidered polo, black casual pants, black belt, and black shoes.

*Day uniform (worn in warm weather areas or as defined by the Captain)*
**Male:** Black embroidered polo, black casual pants, black belt, and black shoes.
**Female:** Black embroidered polo, black casual pants, black belt, and black shoes.

**Cast Members / Entertainers:**

*Formal uniform*
**Male:** Tuxedo, black vest, bow tie, tuxedo shirt – full collar, and black shoes.
**Female:** Full length dress.

*Evening (informal and casual) uniform*
**Male:** Suit, dress shirt, dress shoes; tie optional.
**Female:** Cocktail dress or pant suit.

*Day uniform (worn in cold weather areas or as defined by the Captain)*
**Male:** Navy pants, plain white polo, navy shoes; parka optional.
**Female:** Navy pants, plain white polo, navy shoes; parka optional.

*Day uniform (worn in warm weather areas or as defined by the Captain)*
**Male:** Navy pants or shorts, plain white polo, navy shoes; windbreaker optional.
**Female:** Navy pants or skirt, plain white polo, navy shoes; windbreaker optional.

**Note:** Upon disembarking the vessel, Entertainment Staff are responsible for and expected to take all uniforms (including shoes) with them at the end of each contract. This will conform to the Uniform Policy which states all Officers and applicable Petty Officers must board their next vessel assignment with all required uniforms.

If transferring to another vessel, all Shipboard Personnel are required to take the complete uniform set with them to their new vessel.
A. FORMAL UNIFORM

On formal nights after 6:00pm in public rooms and guest areas, by all Shipboard Personnel.

Exception: The following Officers may wear company issued off-white tuxedo jacket instead of the white dinner jacket: Dining Room Manager and Assistant Dining Room Manager.

B. EVENING UNIFORM

On all evenings other than formal nights after 6:00pm in public rooms and guest areas, by all applicable Shipboard Personnel.

C. DAY UNIFORM

On all days prior to 6:00pm in public rooms and guest areas, by all applicable Shipboard Personnel.

Note: May be worn after 6:00pm during the Lido dinner, while visiting the Officer’s or Petty Officer’s Bar or working in non-guest areas.

Note: Shorts for crewmembers within the Entertainment Department can be worn inside until 5:30pm only.

D. "DIRTY WORK" UNIFORM

Note: Never to be worn while eating in the Lido Restaurant.

Khaki uniform:
Normally worn in public rooms and guest areas, by Officers and Petty Officers of the Deck & Engine Department while on duty.

Normally worn day and evening in non-public rooms and non-guest areas, by Officers and Petty Officers of the Hotel Department, while on duty.

White Coveralls:
Normally worn day and evening in the Engine Room or other non-public rooms and non-guest areas, by Officers and Petty Officers of the Deck & Engine Department while on duty only.

LAUNDRY

The service clothing and uniforms, as well as private clothing of Shipboard Personnel will be laundered at Company expense. Service clothing of all Shipboard Personnel will be dry-cleaned at the Company’s expense; this includes tuxedos for men and evening attire for women. Dry-cleaning of personal clothing is for personal account. All laundering and dry cleaning of clothing will be performed at own risk and responsibility of the owner.

VISITORS IN PORT

All Shipboard Personnel who wish to have visitors onboard the ship while in port need to obtain prior permission. Permission should be given in writing, signed by the Department Head and countersigned by the Staff Captain with the following conditions:

- Permission must be requested at least 72 hours in advance.
- Permission is given for a restricted number of visitors and for a restricted period of time.
- No visitors are allowed during the time that the “host” is on-duty.
- No free meals will be provided.
- Visitors will not be allowed to stay overnight.
- Visitors should be properly dressed and well behaved.
- The “host” will at all times remain responsible for the correct behavior of their guest(s) while onboard.

If any of these conditions are not met, the visitors concerned will be removed from the ship at once. Permission to receive visitors onboard may at all times be refused without stating a reason.

CODE OF CONDUCT

Please refer to Code of Conduct Policy, Appendix B. You will also receive this during the orientation meeting.
**ANNOYANCE**

Most personnel work irregular hours, therefore, prevent loud music, loud voices or other nuisance-causing behavior which could disturb or keep other crewmembers awake. Parties are only allowed if permission is granted from the Captain, requested via your Department Head.

**BICYCLES**

You are not allowed to store bicycles in corridors or staircases, due to safety regulations. All bicycles must be kept in your cabin, if your cabin mate agrees, or in a designated area, approved by Ship’s Management. Bicycles should never be taken into guest elevators or on tenders.

**CABIN**

Keep your living area clean and tidy. This is for safety and sanitation reasons. For sanitation reasons, a roach motel will be placed in each cabin. Do not remove these roach motels.

**CABIN CHANGES**

Changes are not permitted without prior approval of your Department Head and the Crew Officer. If you wish to change cabins you must fill out a cabin change request form which can be obtained from the Crew Office. This is for safety reasons!

**CABIN SHARING**

From time to time cabin sharing may be required to accommodate others when no guest staterooms are available. A cabin sharing premium of $25.00/day will be paid to those employees giving up their cabin. The manual payroll transaction code controlled by Human Resources Seattle should only be input into the SPMS system based on email authorization from HR designated personnel, Director HR and Crew Administration Supervisor. The authorization email is to be attached as part of month end backup report. This does not apply to employees or dating spouse that have requested or are scheduled together during their working assignments. The employees scheduled together and sharing a cabin will give up one cabin upon request when the need arises.

**CABIN INSPECTIONS**

All Crew area cabins, as well as Crew areas will be inspected at least once a week by the Captain, the Hotel Director and their inspection team. This inspection is to assess the upkeep of the crew areas, the personal cleanliness inside the cabins and possible safety and security deficiencies. You are required to be out of bed during the inspection and to provide access of the cabin to the inspection team.

**CABIN KEY**

You will receive a cabin key upon boarding the vessel; loss of this key may result in a fine. At the end of your contract you must return your key to the Security Guard at the gangway.

**CELLULAR PHONES, PDAS AND OTHER PERSONAL ELECTRONIC COMMUNICATION DEVICES**

All shipboard personnel are expected to restrict the use of cellular phones, PDAs and other electronic communication devices for personal non-work related issues to their designated break and rest periods. Shipboard personnel should never use their personal electronic communication devices within guest areas.

**CREW AREAS**

Guests are never allowed in any crew areas. Keep the crew areas clean and tidy. It is not permitted to hang laundry to dry in the public toilets or to put shoes in the corridors. It is important that if you see a rat or a cockroach, anywhere onboard, you immediately inform your Supervisor and/or the Bridge.

**CREW INTERNET CAFÉ**

Onboard each vessel, internet access cards can be purchased from a vending machine. These cards can be used onboard the vessel for internet access in the designated crew Internet Café.

**CALLING CARDS**

Onboard each vessel, worldwide calling cards may be purchased from a vending machine. These cards can be used onboard the vessel for ship to shore calls, faxes or from phones ashore at varying rates.
**CREW ID CARDS**

Crew ID Cards and Crew Cabin Key Cards are to be processed in the Crew Office only. Two separate cards will be created: one card for the Crew ID and one card for the Crew Cabin Key. Two cards are created in case the Crew ID card is lost, the person finding it will not have access to the individual’s Crew Cabin. The embarking crewmember will receive their Crew Cabin Key upon boarding (along with their temporary Crew ID card) and must visit the Crew Office within 24-hours of boarding to have their official HAL Crew ID Card made. All Shipboard Personnel must carry their Crew ID card at all times and abide by all other directives in accordance with MR-900-10. The Crew Cabin Key should only have the ship name and HAL Logo imprinted on it and it should not state the crewmembers name or cabin number. If a crewmember loses their Crew ID or the Crew Cabin Key, they need to advise the Crew Office immediately. It is advisable for the two cards be kept separate at all times. Ship issued crew ID cards and company issued ID cards may be presented for purposes of identification. They may not be used for surety, collateral or deposit. For example, a crew or company ID card cannot be given to a store owner or cashier to be held as a guarantee for payment of a bill or for services; for instance, at an Internet Café or Calling Station.

**CREW OFFICE**

Crewmembers with inquiries or concerns should see the Crew Officer during Crew Office hours:
- Home Port (turn-around) Days: 7:00pm - 9:00pm
- All other Port Days & Sea Days: 9:00am - 12noon & 7:00pm - 9:00pm

The following items are also available in the Crew Office: safety deposit boxes, money changing options, postage stamps, DVDs and Customs forms.

**HUMAN RESOURCES MANAGER: OFFICE**

Home Port (turn-around) Days: 7:00pm - 9:00pm
- All other Port Days & Sea Days: 9:00am - 12noon & 7:00pm - 9:00pm

This should be posted on the Human Resources Manager’s office door. Crewmembers with inquiries regarding performance management, Personnel Excellence Program (PEP) and other HR related items should see the Human Resources Manager.

**CREW ‘WINDOW’**

In US home ports a “Crew Window” is arranged with the local Immigration & Customs officials. Shipboard Personnel are not permitted to leave the ship before or after the “window” until the ship is ‘cleared’. The only exception is working personnel who are on an early clearance list, prearranged with the Crew Office at least 48 hours prior to arrival.

Shore leave is a privilege and the “crew window” times are strictly enforced.

**DRUGS AND ALCOHOL**

Possession of illegal drugs is absolutely forbidden, resulting in immediate termination and possible legal action.

All Shipboard Personnel should never use illegal drugs or abuse (be intoxicated by) alcoholic beverages.

All shipboard personnel under 21 years of age are not allowed to consume or purchase alcoholic beverages at any time during their contract, neither onboard nor ashore. Shipboard employees may be required to present identification when purchasing alcoholic beverages onboard if the server has reason to believe that they may be under 21 years of age.

Please refer to the “Drug & Alcohol Policy” MR-300 for more information.

A Random Drug & Alcohol Testing Program is in place on all Holland America Line vessels and strictly enforced.
ELECTRIC APPLIANCES

Each cabin is equipped with an electrical outlet with a limited capacity. Utilizing too many electrical appliances with self-designed and/or auxiliary electrical cable and connections creates a fire hazard. Therefore, any additional antenna cables and/or extension cords must be approved by the Chief Engineer, before installation.

On HAL vessels, electric shaver outlets can be found inside crew and guest cabins. On HAL vessels, some shaver outlets are also installed in the general restroom/shower areas. Crewmembers only use electric shavers in conjunction with the electric shaver outlets; The use of electric air fresheners is prohibited.

Never leave appliances plugged in or on while out of your cabin, as this could cause a fire. Cooking and/or heating appliances are prohibited on board all vessels. If found with such equipment, you will face disciplinary action, up to and including dismissal.

ELEVATORS

Crew should always use the designated crew elevators and never the guest elevators. In emergencies or drills, Shipboard Personnel should not use the elevators at all, except when specifically instructed to do so for transport of equipment or guests.

EMPLOYEE OF THE MONTH

On a monthly basis, each Ship’s Management team will select one person who has contributed the “best practice” for their ship. Best practices are defined as product improvement, productivity gain, safety related, revenue enhancement or cost savings. The Employee of the Month is honored with a certificate, introduced to the guests during the Captain’s Welcome Onboard Toast and his/her photograph is on display for that month.

ENVIRONMENTAL AWARENESS

An enormous amount of garbage is produced onboard the vessels. All Shipboard Personnel can help to reduce this amount by participating in the recycling programs onboard.

ETIQUETTE SUGGESTIONS:

- Be polite to the guests and other Shipboard Personnel.
- Do not chew gum in a public area.
- Do not walk or stand with your hands in your pockets.
- Do not argue with guests. If you have a problem with a guest, politely excuse yourself and inform your Department Head.
- If you have a disagreement with another crewmember, discuss this out of sight of the guests.
- Smile!

FISHING

It is not permitted to fish from the vessel. Violating this rule may cause heavy fines to be imposed on the Company by the authorities and immediate termination of the crew member(s) involved and/or prosecution by appropriate authority.
ILLNESS
When feeling ill, shipboard personnel should immediately report to the Medical Center preferably during crew consulting hours. When the Medical Center is closed and there is an emergency or serious medical concern, the Medical Officer on duty should be contacted via the Front Office. If the Medical Officer on duty deems a shipboard employee to be contagious or too ill to work, he/she will declare that employee “unfit for duty”. To prevent potential spread of illness to other crew and guests, all supervisors are encouraged to refer their subordinates to the Medical Center immediately as soon as there is a reasonable suspicion that an employee may be sick.
CREW CONSULTING HOURS:
9:00am - 10:00am & 4:00pm - 5:00pm

IMMIGRATION & CUSTOMS PROCEDURES
Upon boarding and/or repatriating from the vessel in a US port, you will be required by law to attend Customs & Border Protection inspections including U.S. Immigration and Customs inspections. The Crew Office will advise you when and where these inspections will take place. Failure to appear may result in the Company being fined, and/or you being detained onboard (not allowed ashore). If you are unsure as to when you must see Immigration or Customs, please check with the Crew Office.

Every 90 days, Customs & Border Protection requires a “full crew inspection” of all Shipboard Personnel and their passport onboard. The Crew Office will advise when and where you should appear for this inspection. You will be required to present yourself and your I-95. U.S. Immigration will impose a fine of approximately USD $350.00 to issue a replacement I-95. If you have lost or damaged your I-95 you must immediately advise the Crew Office, in order for the Crew Officer to properly prepare and present the paperwork.

In the event of a fine being charged for non-compliance with these laws, the crewmember will be responsible for all fines and penalties.

IN PORT MANNING
Minimum manning standards for response to fires and other emergencies need to be maintained, at all times, whether in port or at anchor.

To accomplish this, minimum levels of Shipboard Personnel must be on board the vessel at all times, as designated by the Master. This is in accordance with MR-100 2.2.

LIFE JACKET
All Shipboard Personnel will be issued a life jacket upon embarking the vessel. A record will be kept of which life jacket is in your possession. You must keep your life jacket in your cabin.

LOST AND FOUND
Items found anywhere on the ship must be immediately brought to the Front Office for proper registration. The exception being any items found in obvious crew areas. These items must be brought to the Crew Office.

MAILING PARCELS
No parcels, larger than a letter, can be taken from the ship for landing or mailing without being properly manifested and accompanied by the proper documents, to enable it to be cleared by the local authorities. Local authorities and the Officer on the gangway have the right to inspect all articles going ashore.

Contact the Crew Office for the correct forms and proper procedures. All documentation must be completed at least 48 hours prior to arrival, to ensure correct manifesting and clearance.

Non-compliance with this rule can result in confiscation of your article and/or fines being imposed on both the crew-member and the ship.

GUEST STATEROOMS
It is prohibited to be in guest staterooms at anytime, unless specifically directed to do so by your Department Head or servicing guest staterooms as assigned to your specific job function. (Baby-sitting and assisting guests with the opening of their safes excluded).
STAIRS AND CORRIDORS
The U.S. Coast Guard prohibits the storage of any material in staircases and corridors.

TENDERS
When using the ship’s tenders, all Shipboard Personnel should refrain from shouting, singing or other inappropriate behavior, at all times. Standing in the wheelhouse is not permitted, and everyone must stay safely seated until the tender is moored alongside the vessel. You will be advised when it is safe to embark/disembark. All crewmembers should allow guests to embark and/or disembark first.

TIPPING NOT REQUIRED POLICY
All ships have the Rewards for Excellence (RfE) Plan which consists of Hotel Service Charges and Beverage Service Charges. If a guest chooses to adjust out of the RfE Plan and instead provide cash tips to an employee, the employee is required to turn in this cash to their Department Head so the money can be added to the RfE plan. Any “tips” received above and beyond the guests standard amount may be kept by the crewmember.

WEAPONS
It is not permitted to have weapons in your possession at any time. This includes, but is not limited to; revolvers, guns, rifles, swords, knives, stilettos, etc.
Any weapon purchased ashore to take home must be placed under seal with the Security Officer, in return for a receipt. All weapons will be returned to you upon your repatriation. Failure to comply will result in confiscation of the article(s) and possible disciplinary action.

WILDLIFE FEEDING
Under no circumstances is it permitted to feed any wildlife, such as birds or fish. This applies to all sailing areas, but especially in Alaska territories, where if sited, a minimum USD $1000.00 fine is imposed. Violating this rule can cause heavy fines to be imposed on the Company by the authorities and immediate termination of the crew member(s) involved and/or prosecution by appropriate authority.

TIME AND ATTENDANCE
All actual hours worked by each crewmember have to be scheduled and confirmed via the Time & Attendance module. This means not only the hours worked for the employee’s regular job duties but also for side jobs that crewmembers work and receive premiums for.

WRISTBANDS
All children sailing under the Seagoing Cruise Privilege Policy, age 17 and under, will be issued a wristband by the Administration Officer upon boarding the vessel. This wristband, indicating their life raft number and station must be worn at all times.
WORKING COUPLES (NEPOTISM)

It is the company’s policy to create as many opportunities as possible for spouses to work onboard and to schedule sailing assignments to make this possible, as we know this is important to working couples. It is however important to maintain clearly defined responsibilities and avoid any perception of favoritism. In general there should be no superior/subordinate working relationship between couples. We do however recognize that this is not always feasible on board a vessel especially as an officer ascends to more senior positions. For this reason we have permitted a relaxation of the company’s normal strict nepotism guidelines.

Below you will find guidelines relating to hiring, reporting relationships, promotions and appraisals for onboard spouses. (Effective February 01, 2010)

HIRING

It is the company policy to hire qualified spouses when possible and there are open positions available. We should, however, be cautious on hiring spouses in the same department as this creates potential conflicts of interest.

REPORTING RELATIONSHIP

We should refrain from hiring spouses that report to each other in the same department. Hiring of direct report spouses will require approval from the Sr. Vice President of Fleet Operations, Sr. Vice President of Onboard Revenue (if one of the spouses is involved with Onboard Revenue), and the Vice President of Human Resources.

PROMOTIONS

We should refrain from promoting spouses that would result in a direct reporting relationship. Spouses being recommended for promotion must receive final approval from the Sr. Vice President of Fleet Operations, Sr. Vice President of Onboard Revenue (if one of the spouses is involved with Onboard Revenue), and the Vice President of Human Resources.

PERFORMANCE APPRAISAL

- The general rule is that an officer will not be involved in evaluating their spouse. If the officer and their spouse are in the same chain of command and, as a result, there is a direct or indirect reporting relationship between the officer and spouse, an appraisal process must be agreed to in advance with the departmental Vice President or Director in Seattle.

- For example: If a Captain is married to anyone on the ship, the evaluation of the spouse would not be done by ship personnel. Instead, the Vice President or Director in charge of the group in which the spouse is working would need to develop an appraisal process. The final appraisal would be done by the Seattle office with appropriate input from onboard personnel.

- If the Executive Chef is married to a COM, the COM would not be involved in the evaluation but instead it would be done by the Hotel Director.

- If a Hotel Director is married to a GRM or a Guest Relations Supervisor, the VP-Marine Hotel Operations would need to develop an appraisal process that did not include the Hotel Director. The final appraisal would need to be done by the appropriate person in the Seattle office based on input from appropriate onboard personnel.

ENVIRONMENTAL DISCHARGE POLICY (MR10/2.4)

It is prohibited to throw anything overboard. This includes cigarette butts, paper, etc. There are proper wastebaskets and recycling containers throughout the vessel. Violating this rule can cause heavy fines to be imposed on the Company by the local authorities and immediate termination of the crew member(s) involved and/or prosecution by appropriate authority.

If you are unsure of any of the rules and regulations, please feel free to discuss them with the Human Resources Manager and/or your Department Head.

Note: If there are questions, comments or recommendations regarding the House Rules, they may be forwarded to the Director, Human Resources.
PASSPORTS

Up on embarking the vessel, all Shipboard Personnel are required to turn in their Passports and (if applicable) Seaman’s books to the Crew Officer. The Passports and Seaman’s books will be kept in a secure area of the Crew Office. All non-U.S. Citizens will receive an I-95 from U.S. Immigration. The I-95 is a crew-landing permit for the U.S. and replaces your passport in U.S. ports.

When boarding the vessel in Europe or in a non-U.S. port, you will be issued an I-95 upon arrival in the first U.S. port.

When going ashore in U.S. ports, you are required to carry and show your I-95 upon leaving and re-entering the vessel. In the event of an emergency or other altercation, the I-95 shows that you are legally allowed in the U.S. and who needs to be contacted on your behalf.

Failure to carry your I-95 ashore or loss of your I-95 may result in fines for yourself and/or the vessel.

PETS

Shipboard Personnel are not permitted to bring or have onboard dogs, cats, birds, or any other animals.

PLUMBING SYSTEM

The plumbing system onboard the vessel is a vacuum-type system and has very small pipes. Do not dispose any foreign items via the toilet system. No matter how small these items may be, they can still cause blockages in the whole system, resulting in unusable toilets throughout the ship.

CHILD AND OTHER PORNOGRAPHIC MATERIALS

Some local laws (Great Britain, Canada, Singapore, Arabic countries, etc.) prohibit the possession of any pornographic material (magazines, DVD’s, photos, etc.). Any of these items found in your cabin by local authorities will be confiscated. It is not allowed to show pornographic movies on the crew channel or in any of the Officer/Crew Messrooms. Failure to comply with this rule will result in disciplinary action.

“Holland America Line absolutely prohibits anyone on the ship from possessing or distributing child pornography. While the Company does not prohibit the possession of other pornography for a crewmember’s private use, it does place limitations on what can be done with it. Crewmembers need to also be aware that some countries may consider the possession of any pornography to be illegal and may elect to prosecute offending crewmembers. Films, books, magazines or other material distributed to the ship by the Seattle office for viewing or reading by guests or crew are not covered by this policy.

In general, pornographic material includes any material (magazines, DVDs, photos, etc.) in which a person or depicted as being engaged in explicit sexual activity or has as its dominant characteristic the depiction, for a sexual purpose, of a sexual organ or the anal region. If the person is, or is depicted as being, under 18 years of age, then it is considered child pornography. Any possession or distribution of child pornography will result in immediate dismissal and could result in criminal prosecution. As to other pornography, a crewmember will be subject to disciplinary action, up to and including dismissal, if they display it in any location, including in their cabin, where others entering the area would be likely to see it. This means, for example, that putting up pictures showing a woman’s breasts in any work area or even in a crew cabin is prohibited. Similarly, showing pornographic videos or films on any crew channel or placing it on the ship’s network is absolutely prohibited. The purpose of this policy is to ensure that no one working for Holland America Line feels threatened by their work environment.

Breaches

Unpermitted possession or distribution of pornographic material. (Dismissal)
RECEIVING MAIL
Mail (letters and parcels) can be sent to the various agents in the ports-of-call. A list of Ship’s Agent addresses of the current itinerary will be made available from the Crew Office. The Ship’s Agent will bring all mail that they receive on board for distribution, which will be distributed to your Department Head. Do not congregate at the Front Office or Crew Office for these items.

SAFETY DEPOSIT BOXES
Safety Deposit boxes are available in the Crew Office to secure any valuables or money.

SAFETY INDOCTRINATION
Upon boarding the vessel, you will receive instructions to attend a safety indoctrination meeting. Attendance is mandatory.

SEAMAN’S BOOKS
May be required for all employees for certain itineraries. The cost of seaman’s books is the responsibility of the company. Corporate Partner staff are responsible for paying for their Seaman’s Book. For further detail and relevant procedures contact your Crew Officer or recruiting office.

SEXUAL HARASSMENT
Please see sections 1 and 2 in the MR-1000, regarding Crew/Guest Fraternization and Sexual Harassment available on efleet or from the onboard Human Resources Manager.

SHIP’S COMMUNICATION
On some ships, faxes can be sent from the Crew Office fax machine by using a pre-purchased calling card. On other ships, faxes need to be sent from the Internet Café. All non-emergency communications will be charged to the crewmember. Emergency communication is approved by the relevant Staff Officer, on a case-by-case basis. All faxes will be delivered to you as soon as possible, via your Department Head. All incoming calls via the satellite are routed via the Front Office. If you are expecting a call or a fax, please advise the Front Office where you can be reached, if it is urgent.

SHORE LEAVE
Do not congregate at or near the gangway while waiting for crew clearance. Wait in the crew areas until an announcement is made permitting crewmembers to go ashore. Remember guests are always first. When the ship is in port all crewmembers must be back on board at the following times (unless otherwise indicated at the gangway):
• When docked - 30 minutes prior to departure.
• When anchored (tendering) - 60 minutes prior to departure.
A sign at the gangway will always indicate the ship’s departure time and the latest time for crew to be back on board the vessel.

SMOKING
Smoking is not permitted onboard in the crew areas except in designated smoking areas. Smoking is prohibited in staircases, corridors, elevators, galleys, pantries and other designated non-smoking areas. You are only allowed to smoke electronic cigarettes in your cabin. You are also allowed to smoke electronic cigarettes in the Crew Bar, PO Bar & Officer’s Bar outside of meal times. Smoking is allowed in designated guest areas for applicable off-duty personnel only.
MISSION
To create and provide a shipboard environment that will allow crew and officers to grow and thrive in every dimension of their personal lives.

If you are interested in joining the PEP team of volunteers, please contact the Human Resources Manager for more details.

Built on seven dimensions of personal well-being:
- Spirituality
- Financial
- Health & Fitness
- Personal Development
- Sports & Recreation
- Entertainment
- Community

Managed on the ship by the Human Resources Manager with representation from each onboard department.

Ship Staff will lend support for securing volunteers for the PEP team of three to four employees (can be officer/petty officer or crew member.)

SPIRITUALITY
- Weekly services available with the religious professional brought onboard for guests services.
- Support for faith-based groups that wish to meet regularly.
- Formally recognizing the appropriate holidays from the major onboard religious groups.
- Formal support of the mosque.

FINANCIAL
- Funds transfer programs
- Indonesian/ Filipino /Indian remittance
- SEAWire2
- Strategic advice
- Manning agent(s)
- Land-based HR

PERSONAL DEVELOPMENT
- Onboard English teachers
- Learning Management System courses
- Books, tapes, DVDs
- Special seminars from our guest speakers/chefs/professionals specifically for crew and officers
- Shore Excursions

HEALTH & FITNESS
- DamFit
- Crew doctor involvement
- Nutrition and dietary advice
- Weight Watchers
- Motivational contests
SPORTS & RECREATION

- Inter- and intra-ship events:
  - Soccer
  - Basketball
  - Hiking
  - Swimming
  - Ping pong
  - Bike Rides

Recreational events:
- Darts
- Foosball
- Dancing
- Music

ENTERTAINMENT

- BINGO
- Crew parties
- Independence Day celebrations
- Cultural holidays
- Birthdays
- Posters
- Shore Excursions

COMMUNITY

- Our contributions to the local communities we visit
- Charities
- Orphanages
- Donations
- Time
- Cleaning beaches
- Donating blood
HEALTH

HAND WASHING

According to the U.S. Centers for Disease Control and Prevention (CDC), "hand washing is the single most important means of preventing the spread of infection."

Wash your hands with soap and warm water thoroughly and regularly during the cruise, especially after using the restroom and before eating, drinking, or smoking.

Use a paper towel to open the restroom door after washing your hands. Throw the towel away after you leave.

Use the hand sanitizers located throughout the ship.

Contact the Medical Center if you experience vomiting or diarrhea.

NOROVIRUS

During your first day on board you will need to drop off your medical file at the Infirmary. Before boarding, you will be asked to complete a questionnaire to determine whether or not you have no-virus like symptoms. This is intended to prevent an outbreak and your fellow crewmembers and guests from getting sick.

Any crewmember who has a vomiting episode, is running fever or any loose bowel movements within 24 hours must cease work (unless on watch, in which event they must first wait for their relief) and report to the Infirmary without delay. The crewmember will be medically evaluated and placed under observation for a period of 12 hours. They will either be cleared to return to duty or isolated for 72 hours for food service personnel or 48 hours for all other personnel. Failure to report to the Infirmary immediately after these symptoms occur will lead to termination.

HAND WASHING

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ENVIRONMENT

WATER CONSERVATION

• Always remember to conserve water in everything you do
• Never leave water running unattended
• Ensure that your activities don’t interfere with proper operation of waste water treatment systems

CHEMICALS & FLUIDS

• Don’t pour chemicals down a drain
• Prevent spills.
• Have a spill kit handy to respond to a spill if one occurs.
• Use only HAL-approved chemicals.
• Provide MSDS for any chemicals you bring onboard; remove unused chemicals when you’re done.
• Do not use aerosol products unless required.
• Do not vent refrigerants into the atmosphere.
• Ensure that your activities don’t interfere with proper operation of HVAC equipment, engines, boilers, or incinerators.

PREVENT OVERBOARD RELEASES

Do not throw or discharge anything overboard.

Have drip collection and spill response equipment in place when working near or over water with paint, grease, or hydraulic systems.

When working inside the ship spill prevention is equally important; have a spill kit handy to respond to a spill when working with liquids.

Do not drain any liquids into the bilges without first receiving permission from a Supervisor.

REDUCE, REUSE, RECYCLE

• Turn off lights and powered devices when not in use.
• When cleaning equipment, use high pressure, low-flow equipment.
• Minimize packaging brought onboard.

Most crew are responsible for the cleanliness of their cabin. Crew are required to bring their cabin garbage cans and other garbage to the garbage room for proper disposal.

The persons working in the garbage room will direct the crew where to empty their garbage cans. At no time may garbage cans or garbage be left outside the garbage room.

LEAVING WASTE BEHIND?

Coordinate with your Supervisor to be sure that any waste you create is properly managed and disposed. Discuss waste management with your Supervisor when completing the job. Also ensure that any garbage from your crew cabin is periodically brought to the garbage room for proper disposal.
SAFETY

FIRE AND ABANDON SHIP

If you are assigned to a crew or service staff cabin you will find a lifejacket located in your cabin and will have to attend the safety indoctrination on the day of embarkation.

In case of a general emergency alarm

(7 short blasts followed by 1 long blast) Go to your cabin, dress warmly, put on your lifejacket and go to your raft/boat station.

In case of a fire alarm

(1 short blast followed by 1 long blast repeated at least 3 times) Remain calm, listen for further announcements from the bridge. Only the emergency teams come into action.

3 Alarm System (Implemented on some ships)

1st Stage Response Alarm

(1 short blast followed by 1 long blast repeated at least 3 times) Remain calm, listen for further announcements from the bridge. Only the emergency teams come into action.

2nd Stage Response Alarm

(Continuous ringing of the ship’s alarm for at least 15 seconds) Remain calm, listen for further announcements from the bridge. Only the emergency teams come into action.

All guests are directed to their staterooms

SMOKING

Smoking is prohibited on the ship, except for designated smoking areas. If you are a smoker, always ensure that cigarette butts are properly extinguished. When extinguishing a cigarette butt, we recommend that you always put it out using water to ensure that butts are properly extinguished before emptying the ash tray contents into the trash.

SAFETY EQUIPMENT

The following protection must be used in required areas:

- Safety shoes in technical spaces.
- Eye protection where there is a risk of an eye injury.

When performing operations such as handling chemicals, working on pressurized systems, cutting, welding, drilling, grinding, and chipping, always wear appropriate safety glasses or goggles.

SAFETY EQUIPMENT (CONT.)

- Hand Protection Gloves to provide protection to the fingers, hands, and sometimes wrists and forearms. The type glove must fit the hazard.
- Hearing protection in all engine room spaces and in areas working near operating machinery that generate loud noises.
- Respiratory protection when performing operations exposed to dust, fumes, mists, and vapor or gases that are hazardous.
- Head protection where there is a risk for a head injury such as a rigging.
- Fall Protection is necessary when there is a possibility of falling more than 6 feet (1.8m) from the working surface. This does not apply to the use of portable ladders.
- SOLAS requires that all cabin doors (crew and guest) be fitted with automatic door closure devices on most of our ships. Where such devices are in place please do not tamper with them.
HAL'S WORKING ALOFT PERMIT

This permit is required when working at heights above 6 feet. Use approved fall arrest equipment which is available on board. No permit is required when using a step ladder above the 6 feet mark if the ladder is held/footed by a second individual.

HAL'S HOT WORK PERMIT

This permit is required when using open flames, burning, welding, riveting, drilling, grinding, or other similar fire or spark-producing tools or operations. It includes procedures from A-class bulkhead penetrations.

HAL'S CONFINED SPACE ENTRY PERMIT

This permit is required for entering void spaces, ballast tanks, coffer dams, pipe tunnels, gray water tanks, black water tanks, bilge tanks, etc.

HAL'S LOCK-OUT DEVICES

Ensure that machinery or equipment is stopped, isolated from all potentially hazardous energy sources and locked out before performing any servicing or maintenance.

HAL'S UNDERWATER OPERATIONS PERMIT

Coordinate any underwater operations with the Deck Watch/Engineering Watch Officer(s). Ensure all correct Lock-Out procedures have been completed.

SECURITY

Holland America Line's policy is to take all reasonable steps to ensure your security. Upon leaving and returning to the ship you will need to take your Identification Card (or visitor badge) with you as it must be scanned at the gangway.

If you lose your card, please advise the Front Office, Security, or your contact person on the ship as soon as possible. When going ashore if you plan to return to the ship you should carry a valid ship picture ID as you may need to display the ID.

If there is no safe in your cabin for valuables one can be made available at the Front Desk or Crew Officer.

When in “Crew Only” areas of the ship you must display your ship picture ID at all times. Any questions or concerns you have about security may be addressed to security personnel, the Front Desk, or any Officer.
Television

Please see onboard notice board for list of TV channels.