

## **28. Appendix A: Holland America Line House Rules for Nautical, Technical & Hotel Departments**

**Note:** The Entertainment Departments is included as part of the Hotel Department for all purposes mentioned throughout this Appendix.

### **TABLE OF CONTENTS**

---

## **Command & Discipline**

All Shipboard Personnel are under the command of the Captain. All Shipboard Personnel must follow all orders given by the Captain. Officers on duty act on behalf of the Captain and therefore all orders given by the Officers on duty are to be followed.

All matters concerning order and discipline of Shipboard Personnel and guests will be investigated on behalf of the Captain by the Security Officer. Violations of the Code of Conduct, House Rules and/or Marine Directives may result in dismissal.

## Definition of Shipboard Personnel

### a. Ship's Staff

- Captain
- Chief Engineer
- Hotel Manager
- Chief Officer
- Environmental Officer

### b. Hotel Staff Officers

- Culinary Operations Manager
- Beverage Manager
- Physician
- Purser
- Guest Relations Manager
- Chief Housekeeper
- Cruise Director
- Manager, On Board Marketing
- Shore Excursion Manager

### c. Officers

#### Nautical Department:

- 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> & 4<sup>th</sup> Officer
- Security Officer
- Cadet Officer
- Lead Medical Officer (LMO)
- Crew Medical Officer (CMO)
- Nurse (FT)

#### Technical Department:

- 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> & Asst. Engineers
- Chief Electrician
- Safety Maintenance Manager
- Facility Manager
- Assistant Facility Manager

2<sup>nd</sup> & 3<sup>rd</sup> Electrician

IT Officer

Technical Controller

Cadet Engineer

**Hotel Department:**

Crew Purser

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

Information Services Officer

Human Resources Officer

Asst. Dining Room Manager

Lido Manager

Room Service Manager

2<sup>nd</sup> Executive Chef

Sous Chef (SEA-contractor)

Assistant Housekeeper

Guest Relations Supervisor

Training & Dev.

Asst. Shorex Manager.

Shorex Staff

Port Lecturer

Future Cruise Consultant

All Traveling Managers

**Entertainment Department:**

Event Manager

Stage Manager

Band Leader

Solo Pianist

Band Musician

Travel Guide

Techspert

Librarian

Youth Program Coordinator

Youth Staff

Disc Jockey (DJ)

Party Planner

Grand Cruise Hostess

Sound Technician

Light Technician

Rigging Technician

Broadcast Technician

Lounge Technician

Cast Members

**d. Petty Officers**

**Nautical Department:**

Boatswain

Asst. Boatswain

Sr. Carpenter

Sr. Upholsterer

Sr. Locksmith

Security Supervisor (SEA-contractor)

**Technical Department:**

Foreman Engine Room

Sr. Machinist  
Facility Technician  
Special Service Technician (SEA-contractor)  
Day Service Technician (SEA-contractor)  
Electrical Technician  
Ref. Technician  
Engine Mechanic (SEA-contractor)

**Hotel Department:**

Demi Chef de Partie (SEA-contractor)  
Patissier (SEA-contractor)  
2<sup>nd</sup> Patissier (SEA-contractor)  
Butcher (SEA-contractor)  
Baker (SEA-contractor)  
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)  
Assistant Storekeeper  
Head Deck Steward  
Head Bartender  
Cabin Inspector  
Public Area Supervisor  
Laundry Master  
Printer  
Telephone Concierge  
Sr. Tailor  
Clerk Sr./Jr./HR/MHO/HK

**Entertainment Department:**

Asst. Stage Manager  
Asst. Broadcast Technician

**e. Concession Partner Departments**

**Category 1:**

Shop Manager  
Salon Manager  
Chief Photographer  
Casino Manager  
Art Auctioneer  
Port Shopping Ambassador  
Internet Café Manager  
Florist Manager

**Category 2:**

Shop Personnel  
Salon Personnel  
Photo Shop Personnel  
Casino Personnel  
Art Associates

**f. Crew Ratings**

All functions not mentioned above.

## **Definition of 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, Concession 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.

### **c. Disco**

"The Crows Nest" on the ms Statendam, Maasdam Ryndam, Veendam, Rotterdam, Volendam, Zaandam, Amsterdam.

"Northern Lights" on the ms Zuiderdam, Oosterdam, Westerdam, Noordam, Eurodam and Nieuw Amsterdam.

**Note:** The ms Prinsendam does not have a designated disco.

### **e. 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 Concession 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 (see Section 7 of this Appendix) and well groomed.
- Never more than 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.

The privilege extended to Shipboard Personnel with Officer status and Concession Partner Staff to visit public rooms or guest areas for entertainment or recreational purposes can always be revoked by the Captain; if in his 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 Concession 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, 1st Engineer, Sr. 2<sup>nd</sup> Engineers and Sr. 2<sup>nd</sup> Deck Officers are permitted to stay in all rooms and guest areas for recreational and entertainment purposes without restrictions 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".

### **a. Sunbathing, Swimming & Jacuzzi**

Shipboard Personnel with Officer status and Concession 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 Concession Partner Staff may attend guest movies and shows provided they are well groomed and wearing the prescribed uniform.

Officers, Petty Officers and Concession 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 passengers, such as casino gambling, bingo, or similar games, or to financially benefit from any games organized for passengers 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, Carnival Corporation Audit Services employees and their families and Senior Vice Presidents and higher of any CCL brand.

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 Concession Partner Staff are permitted in the public room used as a disco on the same conditions as mentioned above (see the beginning of Section 4).

**f. Guest Gymnasium & Aerobics Center**

All Officer's and category 1 Concession 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 Manager.

**g. Salon**

Free Haircuts are approved for the following:

Ship's Staff and spouse, Culinary Operations Manager, Cruise Director, Chief 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:

	Services	Retail Products
Sea Days	25%	10%
Port Days	50%	10%

**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, Concession 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 in accordance with the Section 6 of this Appendix.
- For functions with no uniform - no tank tops, shorts or workout clothes permitted.

**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 in accordance with Section 6 of this Appendix.
- 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 Concession 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 Concession 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, champagne or other liquor.

A 57% discount on tariff pricing shall be applied to beverage purchases made in the public rooms by deck, engine, hotel, entertainment and concession officers and staff. The following policies apply as per MHD124-B:

- Discount applies for all deck, engine, hotel, entertainment and concession 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
- 15% BSC applies on the discounted amount of the purchase
- Room Service policy prohibits beverage service to cabins
- Discount does not apply to full bottles of wine, champagne & liquor
- Discount is not applicable in Explorations Café.
- Discount does not apply for any tobacco product and bar souvenirs
- Discount does not apply to cards used for purchasing soda, wine, coffee or other beverages
- 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
- No more than 3 deck, engine, hotel, entertainment and concession Officers and staff should sit or stand together in the public rooms

If the above conduct guidelines are not adhered to, the discount privilege may be revoked at any time at the discretion of the Master.

All officers and concession managers are allowed to order room service at all times except between 0700 to 0900.

See attached grid for eligibility as per MHD 026.

- 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 concession 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.

**a. The Captain's Toast**

Each cruise, normally on the first formal night, the Captain introduces: the Hotel Manager, Chief Engineer, Chief Officer, Environmental 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 Concession 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 Manager 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, 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, 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, DJ, Party Planner, Techspert, Travel Guide, Grand Cruise Hostess 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

## **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 manager.

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 Ships 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.

See additional information concerning Dress Code in Appendix C.

### **a. Name Tags**

All Nautical, Technical and Hotel Officers and Petty Officers and Concessionaires are required to wear name tags stating first and last name, as well as their Function, while in public rooms and/or passenger 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 epaulettes.

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

- **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 epaulettes, black tie, blue trousers, black socks and black shoes.

Female: White long-sleeve shirt with soft epaulettes, black tie, 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 (see Section 11), which states all Officers and applicable Petty Officers must board their next vessel assignment with all required uniforms.**

- 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 with their new vessel.**

- 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**

**Cold water 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.

**Warm water 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 DJ, Party Planner, Techspert, Travel Guide, Librarian, Youth Program Coordinator, Youth Staff):**

- **Formal uniform**

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

Female: Full length or 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**

**Cold water 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.

**Warm water 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

### **Stage Staff:**

- **Formal uniform (front of house)**

Male: Black suit, white dress shirt, silver tie, black shoes.

Female: Black suite, 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 polo, black casual pants, black belt, and black shoes.

Female: Black embroidered polo, black casual pants, black belt, and black shoes.

- **Day uniform**

**Cold water 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.

**Warm water 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:**

- **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**

**Cold water 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.

**Warm water 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 (see Section 11), 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 with their new vessel.**

## Uniform rules for Officers, applicable Petty Officers and Concession Partner Staff

### 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.

Exception: 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 Chief Officer with the following conditions:

- Permission must be requested at least 48 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 of this manual. You will also receive this during the orientation meeting.

## **General (alphabetical order)**

**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 may 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 HRO. 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 Inspections:** All Crew area cabins, as well as Crew areas will be inspected at least once a week by the Captain, the Hotel Manager 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 Crew Office.

**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.

**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/ 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.

**Crew ID Cards:** All Shipboard Personnel must carry their crew ID card at all times and abide by all other directives in accordance with OD 013-06.

**Crew Laundries:** You are never allowed to use the guest washing machines or dryers for any reason. There are crew washers and dryers onboard each vessel. Please be considerate and remove your laundry from the machine as soon as possible.

**Crew Office:** Crewmembers with inquiries or concerns should see the HRO 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.

**Crew Purser Office:** Office hours vary depending on itinerary and are posted on the Crew Purser's office door. Crewmembers with inquiries regarding performance management, Personnel Excellence Program (PEP) and other HR related items should see the Crew Purser.

**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.

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 crewmember(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 \$90.00 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 HRO 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 AD012-00.

**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. When you repatriate from the vessel, you are required to return your life jacket to the Bridge.

**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 crewmember 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).

**Passports:** Upon embarking the vessel, all Shipboard Personnel are required to turn in their Passports and (if applicable) Seaman's books to the HRO. 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.

**Paydays:** The Purser and/or HRO will hold paydays two (2) times per month for all employees. Dates to be determined by the Purser and/or HRO.

SEA/NNL/NUK employees can make wage draws on a daily basis except for the day before home port and home port day.

**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.

**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.

**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. Concession Partner staff are responsible for paying for their Seaman's Book. For further detail and relevant procedures contact your HRO or recruiting office.

**Sexual Harassment:** Please see individual policies, included in your Welcome Onboard package, regarding Crew/Guest Fraternalization and Sexual Harassment.

**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.

Smoking is permitted in crew cabins with the consent of **all** roommates. Smoking in bed is extremely dangerous and therefore prohibited.

Smoking is allowed in designated guest areas for applicable off-duty personnel only.

Smoking in approved work area is permitted only so long as there are no objections from co-workers in that area.

**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.

**Tippling 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 crewmember(s) involved and/or prosecution by appropriate authority.

**Work and Rest Hours:** All actual hours worked by each crewmember have to be scheduled and confirmed via TimeCAPture. This means not only the hours worked for the employees 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 HRO upon boarding the vessel. This wristband, indicating their life raft number and station must be worn at all times.

**Environmental Discharge Policy (MR 10/2.4)**: 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 crewmember(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 Crew Purser 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.