

8.20 CREW REACTIVATION REQUEST PROCEDURES

8.20.1 Reactivation Request Overview

A crewmember who has left the company in good standing but did not return as scheduled (from vacation, leave of absence or emergency leave) and has been auto terminated in the system after 30 days of inactivity, may request reinstatement to the position he/she held when leaving the vessel. If the reinstatement request is received within six (6) months of the crewmember's departure from the company, and the reinstatement is granted by the Director of Global Human Resources, the crewmember will be considered a rehire. However, if the crewmember has been absent for more than six (6) months, he/she will automatically be categorized as a new hire.

Reactivation requests can be submitted by the ex-crewmember, a head of department actively serving on board a vessel, hiring partner, or by any of the corporate staff of International Cruise Services, Inc.

8.20.1 Reactivation Request Procedure

The procedure for reactivation request a crewmember is as follows:

- a. Form 18.8.20 must be completed in its entirety.
- b. a printout of the crewmembers record of service as well as the most recent evaluation must be attached to Form 18.8.20.
- c. if the employment record shows any written warnings, the actual crew file has to be pulled and reviewed.
- d. the crewmember must be able to provide a logical explanation as to why he or she did not return as scheduled.
- e. if a crewmember claims that the failure to join on the scheduled date was beyond his or her control, he or she must provide supporting documentation.
- f. the crew account of the reactivation request applicant must be checked to determine whether there were any outstanding balances left at the time of sign off.
- g. When the above steps have been completed, the reactivation request, including the supporting documentation, must be submitted to the Director of Global Human Resources for approval or rejection.
- h. If the reactivation request is approved, the file has to be submitted to the Confirmation Coordinator, who will reactivate the crewmember in the system and advise the respective Scheduling Manager that the crewmember can be scheduled for a forthcoming vacancy.

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8.20.2 Denied Reactivation Request

- a. If the reactivation request has been submitted directly by crewmember or an actively serving head of department, and the request is denied by the Director of Global Human Resources, the decision is considered final with not possibility of recourse.
- b. If a reactivation request has been denied that was submitted by a member of the corporate staff of International Cruise Service, the member of the corporate staff can appeal the decision. In such an event, the case is escalated to the Vice President of Operations, who has the ultimate decision authority.

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