



OCEANIA CRUISES®
Your World. Your Way.®



BEFORE YOU SET SAIL
your need to know guide

INTERNATIONAL CRUISES SERVICES, INC.

Before You Set Sail

Everything You Need to Know to Successfully
Set Sail Aboard



Employment by:

INTERNATIONAL CRUISE SERVICES, INC.

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JOINING OCEANIA

Welcome Aboard!

We are delighted to welcome you to International Cruise Services, Inc. and Oceania Cruises!

We trust that you are as excited as we are to have you as a member of our team. Your background and experience have uniquely qualified you to join the ranks of top professionals whose commitment to service excellence has been an integral part of the success of the vessels of Oceania Cruises. We have every confidence you are going to excel in your duties and that you will assist us in our endeavor to provide the guests of Oceania Cruises with an unparalleled cruise experience by offering the finest culinary experience at sea, meticulous attention to detail and personalized service on every voyage.

This handbook has been designed to provide you with general information to help you work and live onboard. It is an extremely valuable tool that will be your guide throughout your initial contract with International Cruise Services Inc. It contains specific company policies and procedures established to maintain a safe, efficient and positive work environment.

International Cruise Services, Inc. is a shipboard Hospitality Management Company that provides a turnkey operation for the hotel department of Oceania Cruises. The dedication and professionalism of the crew of International Cruise Services is legendary and highly respected in the cruise industry.

Again, Welcome Aboard! We look forward to working with you and wish you all the best of success for your first assignment, and we hope you are going to grow along with the company and will sail with us for many years to come.

Sincerely,

Shipboard Human Resources
International Cruise Services, Inc.

BRAND VISION

Oceania Cruises, Inc.

Formed in 2002 by luxury cruise industry veterans Joe Watters and Frank Del Rio, Oceania Cruises is the world's only upper premium cruise line. Cuisine, comfort, service and outstanding value are the pillars that define Oceania Cruises' five-star product and have positioned the line as the cruise company of choice for travelers seeking a truly refined and casually elegant travel experience.

The intimate and luxurious ships allow guests to explore the world in unequalled style and comfort. Sophisticated, stylish and distinctly mid-size, guests will find the onboard atmosphere is extremely convivial, and with an unrivaled level of personalized service as a result of having two staff members for every three guests. As the leader in destination cruising, Oceania Cruises sails to more than 330 ports around the globe. Itineraries are unique in that they call on the perfect mix of must-see marquee and boutique as well as off-the-beaten-path ports. Multiple overnight calls afford an in-depth, enriching destination experience and allow travelers to immerse themselves in the cuisine, culture and history of the ports visited.

In 2011 and 2012, Oceania Cruises introduced m/s Marina and m/s Riviera, the first ships designed specifically for epicureans. They joined their acclaimed, award-winning sister ships m/s Regatta, m/s Nautica and m/s Insignia in offering the finest cuisine at sea, warm and personalized service and a destination experience that is second to none. In 2017, another ship, the m/s Sirena will join the fleet of Oceania Cruises.

Mission Statement

Oceania Cruises will provide the highest quality cruise product for mature and discerning travelers by offering the finest culinary experience at sea, meticulous attention to detail, and a warm and inviting country club-casual ambience on every voyage. Combining extraordinary comfort, exceptional value and the world's most alluring destinations, we provide our guests with an enriching, rewarding travel experience.

Oceania Cruises' Core Values

At Oceania Cruises, we do things the R.I.T.E. way – Respect, Integrity, Trust and Excellence are the foundation of all our actions, every day, in everything we do.

GUIDING YOU THROUGH YOUR INITIAL ASSIGNMENT

This guide has been designed to assist you with your preparation at home before you leave for your first assignment aboard a vessel of Oceania Cruises. It will help you to understand your new environment and upcoming responsibilities on board.

Please read this book carefully and contact your recruitment agency in the event you have any questions or if you are unsure about any of the procedures outlined in this guide. Your recruitment agency is here to assist you!

From time to time, International Cruise Services, Inc. (ICS) and Oceania Cruises issue new or revised policies that may affect your employment on board. The company makes every effort to update this guide on a regular basis to ensure the information herein is true and correct.

These guidelines are going to help you understand your new environment and upcoming responsibilities. The full company policy information as well as standard operating procedure and operations manuals are available on board each vessel for your review.

REVIEWING YOUR EMPLOYMENT TERMS

Employment Agreement

Your employment agreement with International Cruise Services, Inc. (ICS) is your most important single legal document that you will hold. It outlines the exact terms and conditions of your employment, including but not limited to, your salary, contract length and benefits. Please be certain that you carefully read this document before you sign it. Your contractual terms and conditions are governed by a Collective Bargaining Agreement (CBA) that was entered into between International Cruise Services, Inc. and the International Transport Worker's Federation (ITF). This agreement is available for your review at your recruitment agency and on board the ship.

You will receive your employment agreement for you to review, and if necessary to seek advice before signing and returning it to your recruitment agency or directly to International Cruise Services, Inc.



You must ensure to carry the original signed employment agreement with you to the ship.

Probationary Period

Your initial three (3) months as an employee of International Cruise Services are considered Probationary Period. At any time within this period, the company has considered to be a Probationary Period the right to terminate the agreement with or without cause by providing seven (7) days of notice. Likewise, you have the right to resign from your position within the Probationary Period by giving the company seven (7) days notice of resignation. In the event you elect to tender your resignation within the Probationary Period, you are going to be responsible for the full cost of your repatriation to your country of origin or your point of hire.

Performance Review

During your initial time on board, your supervisor will be providing you with a 30-day performance review. This review will provide you with feedback regarding your performance. If you do not receive a performance review after 30 days, please contact your supervisor.

GETTING READY TO SET SAIL

Ship Assignment

By the time you are reading this guide, you should have received your ship assignment and you now need to get organized to be able to join the ship fully prepared.

Documents to Prepare

Letter of Employment

Your recruitment agency will issue you a Letter of Employment (LOE) once a ship assignment has been made. This is a very important document and must be kept secure at all times prior to your embarkation date. You might need to present your Letter of Employment before boarding your flight and/or possibly during immigration clearance at your final destination.

Passport



Many countries that you may visit when joining the ship or while working aboard require your passport to be valid for at least one year. Please make sure to check your passport's expiration date. If your passport expires in fewer than 12 months from your joining date, please make sure to renew it before joining the ship.

Seaman's Book

You must hold a seaman's book that was issued either by the country of your citizenship or by the Flag State of your assigned vessel. The seaman's book must be valid for at least 12 months from the date you join the ship. Renew it if it expires in fewer than 12 months. Your recruitment agency will assist you in obtaining the relevant Seaman's Book. The cost of obtaining a national seaman's book is your responsibility. If the company obtains a seaman's book on your behalf, you will be charged for it once you are on board the ship.

Visas

Visa Processing Time



It can take several weeks to process your visa! In most instances, you need to make an appointment at an embassy or consulate to be able to obtain the required visas. Please check with your recruitment agency how long it usually takes to obtain a visa and have them assist you with making an appointment. Failure to secure a visa in time will disqualify you from working for International Cruise Services, Inc.

C1/D Visas (U.S. Crewman Transit Visa)

Unless you are a citizen or permanent resident of the United States of America or Canada, you must have a valid C1/D (non-immigrant transit visa) in your passport. If you already hold a C1/D visa, check the expiry date of the visa as it has to be valid for the entire duration of your upcoming contract.

If you do not hold a C1/D visa, please contact your recruitment agency to assist you with a visa application and appointment at a U.S. Embassy or Consulate

General. Depending on the situation, you may be asked to pay for your visa up front. The actual cost of the visa will be reimbursed to you by the company when you join your assigned vessel. The company will not reimburse any expenses that are in connection with obtaining the visa, such as administrative fees from a visa processing company, postage and/or travel related costs to attend a visa interview or pick up the visa.

Other Visas

In addition to the C1/D Visa, you may need other visas, depending on your nationality and the port in which you will join. Following are the most commonly required visas:

1. **Schengen Visa** - when you are joining a vessel in a European Country that has ratified the Schengen Convention.
2. **Maritime Crew Visa (MCV)**. In the event you are assigned to a vessel that is going to call at any port in Australia you must obtain an MCV before you depart from home.
3. **Australian Transit Visa**. In the event you are going to join a vessel in Australia, or need to transit through Australia to join your assigned ship somewhere else, you must obtain an Australian Transit visa.
4. **Canadian Transit Visa** – In the event you are joining the vessel in a Canadian port, you are required to obtain a Canadian Transit visa.

All necessary visas must be obtained prior to boarding the vessel. This in order to ensure you have the correct visas required to join your assigned ship. Your recruitment agency will inform you which visas are necessary for you to obtain and may offer assistance with the application process.

As with the C1/D visa, the company will reimburse the actual cost of the visa, but not any associated fees, such as administrative fees from a visa processing company, postage and/or travel related costs to attend a visa interview or pick up of the visa.

Photographs

You should travel with at least two recent passport-size photographs of yourself.

PRE-EMPLOYMENT MEDICAL EXAMINATION

You are required, by company policy, to undergo and pass a pre-employment medical examination (PEME). Depending on the position you have been hired for, the company may reimburse part of the cost of the medical examination. It is your responsibility to ensure that you complete the medical examination in a timely manner so that the test results can be sent to the medical department of International Cruise Services no later than 21 days prior to your scheduled travel date. The medical department will review the laboratory test results and may request additional tests in the event some of the initial exams show unsatisfactory results. Please ensure your recruitment agency receives the laboratory results as soon as they are available so they can be sent to the medical department of International Cruise Services for review and approval.

ICS relies on these medical test results to determine whether you are eligible for employment or not. Falsification of these records are grounds for termination and may constitute grounds for denial of maintenance and cure or medical leave benefits provided for in the Collective Bargaining Agreement or by other laws should you become ill or injured.

You are also required to sign an Authorization and Release of any medical information concerning your past, present or future medical conditions by any practitioner or hospital to International Cruise Services and its accredited representatives.



Should you fail your medical examination for any reason, any employment offer that was extended to you by ICS will become invalid.

You must bring the original physical examination papers and all laboratory test results with you to the ship. In addition, you must bring your International Vaccination Card as a proof that you are vaccinated against Yellow Fever and Tetanus. Failure to provide the original medical documentation at the time you sign on aboard a ship may result in denied boarding and forced repatriation to your country of origin at your own expense.

It is highly recommended that you keep these important documents in your hand luggage.

Pre-Existing Conditions

Pre-existing conditions that are not disclosed on the medical forms but are discovered once you are on board are reason for immediate dismissal and forced repatriation at your own expense.

If you are hired with a pre-existing condition then it is your responsibility to provide your own medications required to control and manage your medical condition.

Failure to bring sufficient medication or exercise due diligence and responsibility to control your pre-existing condition may result in the termination of employment and/or denial of medical benefits due to the willful lack of controlling and/or managing your pre-existing condition.

Vaccination Certificate

Yellow Fever and Tetanus vaccinations are required for crewmembers working aboard a ship of Oceania Cruises. Please ensure that you carry your International Vaccination Certificate with you.

ARRIVING AT YOUR DESTINATION

Immigration and Customs

When you arrive at the airport of your final destination, please present the Immigration Officer with your valid Letter of Employment (LOE) along with your Passport and Seaman's Book. After Immigration clearance, you will proceed through customs. Your baggage and personal belongings are subject to an inspection by local customs.



We would like to remind you that penalties for carrying illegal items or substances vary from country to country and range from heavy fines, to arrest and long jail sentences. In some countries, the possession of illegal drugs may be subject to the death penalty.

When you enter the United States of America on a C1/D (crewman transit) visa, you must complete the white I-94 form. Forms are usually distributed on the flight prior to the arrival at the point of entry in the United States. Please ensure the form is fully completed without mistakes and/or corrections. The immigration officer at the U.S. border will stamp the I-94 form and attach the smaller stub to your passport. It is important that you keep this form with your passport until you sign on aboard your assigned ship.

GETTING TO THE SHIP

After clearing customs and immigration at the airport of your final destination, you will be met by a representative of ICS, which usually is the appointed local Port Agent. Please ensure your recruitment agency provides you with a copy of the Port Agent contact information. Agents are usually visible at the airport exit holding a sign with the name of the ship or company. The Agent is responsible to transfer you to the ship or to a hotel if an overnight hotel stay is required.

Should you be assigned to join a ship in Miami, Fort Lauderdale, or certain other ports, you may be asked to make your own way to the ship or to the hotel should an overnight stay be required. Your recruitment agency will provide you with the pertinent information about ground transportation as well as with contact numbers should you encounter a problem and require assistance. In addition, the Letter of Employment will have the address and the contact number of the hotel where you will be accommodated in the event you are not required to go directly to your assigned ship.

What to Pack

Pack lightly! Some airlines have restrictive luggage policies and excess baggage can end up being very expensive. In addition, cabin space on board the ship is limited, and you may not be able to store your suitcases in your cabin. Avoid bringing large suitcases and try to carry only essentials with you. Toiletries and other personal care items are available for purchase on board and in every port. We encourage you to take essential items with you to get you through the first three weeks on-board.

Here is a list to help:

CLOTHING	TOILETRY ITEMS	OTHER ITEMS
Socks	Deodorant	Alarm clock
Underwear	Brush/Comb	Razors
Sleepwear	Toothbrush/paste	Contact Lenses and Solution
Jeans or long pants (2pairs)	Mouthwash	Camera
Sweater	Shampoo	MP3 Player or similar
Shorts and t-shirt	Shaving cream	Hair dryer
Dressy outfit	Cologne/Perfume	Cosmetics
Sneakers	Feminine Products if required	* Prescriptions
Jacket or windbreaker for inclement weather conditions		*Medication



Prescriptions and Medications – In the event you have to take prescription medications while onboard, including oral contraceptives, please ensure to bring a sufficient amount to cover the entire length of your contract. All prescription and non-prescription medications must be registered with the physician onboard.

You must also hand in the completed medication declaration form, which you will have received with your contract, during your sign-on process.



Do not pack valuables or important documents, such as your sign on documents, in your checked luggage. If your luggage is lost on your flight from your home to the ship and you do not have your sign on documentation, you may be denied boarding and sent home at your own expense. Neither International Cruise Services nor Oceania Cruises can be held responsible for luggage lost while en-route to the ship.

Excess Luggage

Most airlines permit 40 kilograms of luggage when travelling on a Marine Fare ticket. However, there may be instances where this allowance is reduced to 20 kilograms. We highly recommend you check with the airline before flying.

It is your responsibility to be familiar with the luggage allowance the airline provides.



Excess luggage charges when joining the ship are at your own expense. It should be noted that excess luggage charges can be very expensive, sometimes exceeding the cost of the actual ticket.

When you travel from the ship to your place of residence after a successfully completed contract, the company must provide you with a minimum of 30 kilograms of luggage allowance. This allowance may be covered by the Marine Fare Tickets, or in the event it is not, the company will reimburse you for the cost of the difference between the airline luggage allowance and the mandated crew luggage entitlement of 30 kilograms. Any costs for excess luggage beyond 30 kilograms are your own responsibility.

BOARDING YOUR SHIP

The Sign-on Process

When you arrive at the ship, you will be welcomed by the HR Coordinator and Crew Purser on board. The HR Coordinator or the Crew Purser will collect some of your documents that are described in this guide. Thereafter, you will be issued with your Crew ID card and receive a cabin assignment.

Please ensure to have the following documentation ready to present to the Crew Purser or HR Coordinator when you get onboard:

- Your signed Seafarer Employment Agreement (SEA)
- Letter of Employment
- Passport and required visas
- Seaman's Book
- Medical Certificates and Yellow Fever and Tetanus Vaccination Card
- STCW Certificates (please refer to the section Professional Certificates and Licenses)

Crew Identification Card

You will be issued a Crew Identification Card (ID). You should keep this card with you at all times when on board and while you are ashore. It is used to enter your cabin, debark and re-board the ship in ports of call. In addition, the card is used to charge all of the purchases you may make on board. There will be a replacement fee for lost and willfully damaged cards!

The Buddy System

As a new joiner, you will be assigned a "Buddy". This person is usually someone who has already been with the company for some time and holds the same job as you have been hired for. Your Buddy will give you a job orientation and answer all of your questions about the daily routines of your job.

Training

On the very first day you board your assigned ship, you will complete a mandatory safety orientation and training class before the departure of the vessel. In addition, you will be asked to attend daily training sessions for the first 7 to 10 days. These

sessions range from safety instructions to behavioral and technical proficiency training. Most of these training classes are outside of your regular working hours and are mandatory. Training classes that are facilitated outside of regular working schedules are not considered to be part of working hours.



All training classes are mandatory. Showing up late, or not at all may lead to disciplinary action!

Adjusting to Life on Board

The first two to three weeks on board will be the most challenging for you as you are not only going to have to familiarize yourself with a new work environment, but you will also be away from home, be faced with long working hours and living conditions that are different from what you may be used to. Once you have been on board for the first two weeks, you should have acclimatized to your new environment and things should get gradually easier for you.



Should you have difficulties adjusting to life and/or work on board beyond the second week, you are encouraged to speak to your supervisor and the Human Resources Manager on board so that they can assist you in resolving your concerns and challenges.

ABOUT YOUR JOB

Working Hours and Schedules

You can expect to work a minimum a 10 hours per day, seven days per week. The 10 hours may be divided into split shifts of varying lengths. You are entitled to have no less than 10 hours of rest within a 24-hour period. The 10-hour rest period may be split up into two periods, one of which must be at least six (6) hours in length.

Job Responsibilities and Job Descriptions

Please ensure the recruitment agency provides you with your job description. It contains specific information about the duties and responsibilities of your position. Your immediate supervisor onboard will explain your duties and answer all of your questions that you may have the first few days on board.

The Language Spoken On Board

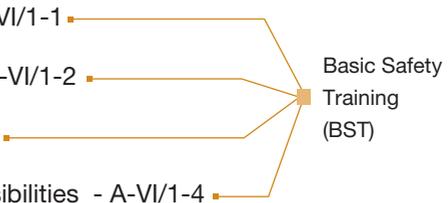
English is the official language spoken onboard in all public areas and around guests even when you are conversing with fellow crewmembers who speak your native tongue. For the benefit of constantly improving your English as a second language (if you are not a native English speaker), we strongly recommend you practice its use on board as much as possible.

PROFESSIONAL CERTIFICATES / LICENSES

It is very important that you carry the original copies of all your professional certificates and licenses when joining your assigned vessel. Failure to have these certificates may make you ineligible for employment on board and you may be repatriated to your country of origin at your own expense. Always carry your original certificates in your hand luggage as checked luggage can get lost or arrive late.

Required STCW Certificates

The following STCW Certificates are required:

- Personal Survival Technique - A-VI/1-1
 - Fire Prevention & Fire Fighting - A-VI/1-2
 - Elementary First Aid - A-VI/1-3
 - Personal Safety & Social Responsibilities - A-VI/1-4
 - Crowd Management - A-V/2
 - Crisis Management – A-V/2 & A-V/3
 - Security Awareness – A-VI/6. Par 5.1
- 
- Basic Safety Training (BST)

The cost of obtaining any of the above listed certificates is your own responsibility; the company will not reimburse you for this expense!

AIRLINE TICKETS AND JOINING COSTS

Joining Expenses for New Hires

If you are responsible for the purchase of your joining airline ticket, please ensure that you arrive at the port of embarkation (where you join the ship) at least 6 hours before the ship sets sail. You may require a hotel overnight in the port of embarkation depending on the arrival time of your flight. Please discuss your flight tickets and possible hotel stays with your recruitment agency as they will provide you with proper guidance.



International Cruise Services strongly recommends that you purchase a Marine (Seaman's) Fare ticket. These tickets are usually fully refundable without any penalty. If you purchase a Published Fare ticket through a regular travel agent or on the Internet and your assignment date is changed, you may lose part or all of the money that you paid for a regular ticket.

Moreover, most Marine Fare tickets usually provide you with a luggage allowance of 40 kilograms, whereas most Published Fare Tickets provide you with a very limited amount of baggage, usually not more than 20 kilograms. Please refer to the section Excess Luggage earlier in this guide.



International Cruise Services has its own in-house Marine Travel Agency by the name of Europe USA Travel (www.europeusatravel.com), which can provide you with a competitive quote for a fully refundable Marine Fare ticket.

If the company affords you the joining ticket, your recruitment agency will provide you with the flight information, e-ticket number and other joining instructions.

MONEY MATTERS

Onboard Charges Deposit

You are required to provide an US\$ 800.00 deposit for onboard charges that you might incur while on board. The money for the deposit is deducted in installments, which vary depending on your monthly income. The average installment is US\$ 200.00 during the first four (4) months of your contract.



The deposit is refunded to you upon your successful completion of your contract. In the event of a resignation or dismissal, part or all of the deposit will be held to pay for the cost of your repatriation to your country of origin or point of hire.

Travel Cash and Credit Cards

We highly recommend that you have at least US\$ 100.00 or EURO 100.00 in cash to cover any out-of-pocket expenses during the travel to the vessel and/or prior to receiving your first payout on board. Major credit cards are also useful to access cash and cover incidental charges. Ensure you keep any cash on you. Do not store it in your luggage that you may leave out of sight.

Getting Paid on Board and Remitting Money



ICS provides a service called “Ocean Pay Pre-paid Solutions”, which allows you to enroll for the Ocean Pay Pre-paid Visa Debit Card Program. You will receive a Visa debit card that allows you to draw cash on board or at any Automated Teller Machine (ATM) with the Visa logo. You can also make purchases where Visa cards are accepted.



Please note that ATM fees might apply when drawing cash from an ATM ashore.

Your wages will be deposited in US Dollars onto your pre-paid Visa Card. On payroll day, and various other times during the month, the Hotel Controller operates a “Virtual Terminal” that allows crewmembers to withdraw part or all of their wages in cash. The Virtual Terminal Service is at no cost to you! The Hotel Controller and HR Coordinator also provide assistance with Western Union money transfers online or Internet wire transfers to an account or accounts of your choice. While the Internet access for the money transfer / wire feature is free of charge, there is a charge for the actual transfer. You can inquire with the Hotel Controller on board regarding the applicable fees.



Crewmembers must have a valid e-mail address to be able sign up and manage their Ocean Pay and Western Union accounts.

Tipped Employees

Tipped employees are given an estimated amount of earnings during the hiring process. The company does not guarantee the estimated amount.

Gratuities are charged to the onboard account of guests. The collected gratuity funds will be disbursed by using a point system that guarantees each tipped employee an equal and fair share of the gratuities collected at the end of each cruise.

Solicitation of Tips

It is strictly prohibited to solicit tips (gratuities) from guests. It is a transgression of company policy to solicit tips, and any violation will lead to an immediate dismissal!

Keeping Cash on Board



The company strongly discourages crewmembers from keeping large sums of cash on board. It is best and safest to deposit any cash that you may have to your Ocean Pay card.

Safety Deposit Boxes

The company provides safety deposit boxes free of charge for small amounts of cash and other valuable items that you might want to keep in a secure place. The number of safety deposit boxes is limited, and are only available on a first come first serve basis.

LIFE ON BOARD

Crew Areas

Employee areas on a ship are referred to as “Crew Areas”. The majority of employees are only allowed in guest areas while on duty and are otherwise confined to the crew areas when off-duty. Check with your supervisor to ensure you know what privileges you have and where you can and cannot go on board while you are off duty.

Cabin Space

Most crew cabins are below the guest decks and many of them are inside without portholes (windows). Since your cabin is your new home while on board, please take care of it as if it was your own home. Keep it clean and tidy at all times. Bed lines, towels and all equipment, furniture and fixtures must be treated with care.

Nearly all crewmembers share a cabin with one or more individuals. Please be considerate with your cabin mates and treat them as you would like to be treated. Maintain good personal hygiene, personal tidiness and most importantly, be open to compromise.

Please do not:

- Tamper with the smoke detectors
- Tamper or remove the water saving device
- Cook or store food in your cabin
- Use open flames, such as candles, in your cabin
- Install extension cords, power strips or other power lines.

Crew cabins have beds, small closets, a writing desk, a TV and an en-suite bathroom. You, along with your cabin mate(s) are fully responsible for the cleanliness of the cabin and the bathroom. You must make your bed, change linens and towels, dust and clean the cabin and bathroom on a regular basis. The respective cleaning materials will be provided on board. Management will conduct random cabin inspections to ensure this is being done.



Smoking in your cabin is strictly prohibited and any violation will lead to immediate dismissal.



Remember to turn off the lights, TV and any other electrical devices when you are not in your cabin.



No Flip-Flops or other open toed sandals can be worn while in crew or public area, even when off duty. You may wear them in the comfort of your cabin or when ashore.

Cabin Inspections

Cabins are regularly inspected, and it is expected that your cabin is in strict compliance with standards of the ship and the company.

During cabin inspections, you are expected to be out of bed and/or out of the shower when not on duty. You must be fully dressed and your bed must be made.

Meals

Meals are provided in assigned crew dining areas (crew/staff/officers mess). All meals must be taken in the designated dining areas.



It is strictly prohibited to take food, crockery and/or cutlery from the mess hall to your cabin or any other area outside of the designated dining venue.

Mess rooms or dining venues can only be entered into wearing a uniform or when off duty with the appropriate private clothing. You are not allowed to wear flip-flops or tank tops in the mess rooms.

Crew Gymnasium

Each ship has a small Crew Gymnasium with weights and cardiovascular equipment. The Crew Gym is open 24 hours. Crew is responsible for the cleanliness of the gym, the safe usage and proper storage of the equipment. Do not remove weights or other equipment from the gym.



You must wear a proper exercise outfit when using the gym. Uniforms or street attire are not allowed. Proper athletic footwear must be worn! Flip-flops or bare feet are not permitted for safety reasons.

If you do not know how to use the exercise equipment, please ask someone who does. Improper use of exercise equipment may result in injury or can damage the equipment.

Crew Bar/Lounge

Each ship has a crew bar that is open to all crewmembers during the opening hours that have been established by the company. The crew bar is a place where you can socialize and relax after work.



While the crew bar serves alcoholic beverages, the company does not condone the excessive consumption of alcohol. If you consume alcohol, do so in moderation! The ships have very strict regulations concerning alcohol consumption and blood alcohol levels. Please refer to the section *Drugs and Alcohol* for more detailed information.

No alcohol can be brought from ashore to be consumed in your cabin or crew bar. There is also a limit of alcohol that can be purchased in the crew bar for consumption in the cabin (6 cans of beer, 07. liter of wine). Please refer to the section *Drugs and Alcohol* for more detailed information.

Shops

Crew can enjoy discounts at the ship's boutique/gift shop. Shop hours for crew and discounts are advertised in the crew areas.

Port Manning

All crew, regardless of rank, may at times be required to remain on board even while off duty and when the ship is in port. This is an International Maritime Law to ensure minimum safe manning in the unlikely event of an emergency. The port manning schedule is issued to you by the Safety Officer on board during your sign on procedure.

Shore Leave

While off duty and the ship is alongside or at anchor, you can go ashore. Uniforms must never be worn when going ashore, unless it is required for duty purposes. When going ashore, you must carry your Crew ID card with you at all times. Some countries or ports may require you to carry your passport. If this is the case, you can collect your passport at the Crew Purser's Office before you go ashore.



When the ship is in a U.S. port, you must carry a form called "I-95". Please ensure you keep this form safe while ashore. Should you lose it, you will be fined by U.S. Customs and Border Patrol. The fine, at the time this guide was printed, was US\$350.00. If you lose the I-95 while you are ashore, you must immediately notify the Crew Purser upon your return to the vessel. Failure to report a lost I-95 may lead to arrest and deportation by U.S. Authorities.

Going Ashore by Tender

When the ship is at anchor and the ship's tenders are used to ferry guests and crew ashore, you must always give priority to guests. At times, tenders may be full with guests and you may have to wait for a later tender or you might not be able to go ashore at all.

Prohibited Activities Ashore

You are strictly prohibited from participating in any dangerous activities while ashore. Dangerous activity include but are not limited to any activity that carry risk of damage to property, personal injury or death such as skydiving, jet ski riding, hang-gliding, surfing, scuba diving and scooter/moped rentals. Any employee who is injured as a result of engaging in any of these prohibited activities must bear all costs, medical or otherwise incurred as a result of a violation of this rule and may, at sole discretion of the Master, be subject to disciplinary action including termination.

ONBOARD CONDUCT AND BEHAVIOR

Social Media

It is important to remember that when posting information to social media sites, such as Facebook, Twitter, Instagram, YouTube, or similar, that there cannot be any communication that could disparage the company or your fellow co-workers in written comments, pictures or videos. In addition, no material regarding guests on board, company activities or business practices can be posted without the prior written authorization of the company.

The violation of the company's media policy will lead to disciplinary actions that could result in a written warning or an immediate dismissal.

MEDICAL

Well-Being

Your health and well-being are of the utmost importance to the company and International Cruise Services encourages you to lead a healthy lifestyle, including a good diet, regular exercise, sufficient rest and moderate alcohol and/or nicotine intake if you are smoking or regularly consume alcoholic beverages.

Medical Center

Each vessel is equipped with a Medical Center that is staffed with at least one Licensed Physician and a Registered Nurse. If you need to see the Doctor, you must obtain and complete a “Crew Authorization for Medical Treatment” form, which can be obtained through your department head.

In the event of the onset of an illness or in case of an injury, the ship’s medical staff is always available to assist you at no charge.

Reporting of Medical Illness

You are required to report any medical illness or injuries to the ship’s physician without delay. In the case of communicable disease, the ship’s physician may elect to quarantine you either in your cabin, the ward on board or in a hospital on shore.

Acute Gastroenteritis (AGE)

If you experience the symptoms of AGE, such as diarrhea or vomiting, you must immediately report to the Medical Center on board.

Medical Care

When an illness or injury requires a shore side medical referral, treatment and/or hospitalization, the company’s insurance provides you with the recommended treatment and/or hospitalization at no cost to the point of maximum medical improvement.

Treatment Ashore



When you are treated by the ship’s Doctor or a shore side specialist, it is imperative you follow the physician’s recommendations at all times. If you chose to ignore the physician’s recommendations, the company will consider it as abandonment of treatment, which may result in a denial of maintenance and cure and/or medical benefits provided under a Collective Bargaining Agreement and/or applicable law.

Contraceptives

Contraceptives are not covered by the company and they are not available on board or by prescription through the ship’s physician. If you take contraceptives, please ensure to have a supply on hand that lasts for the entire duration of your contract.

Maternity Policy

Female employees are required to sign the company's Maternity Policy upon boarding. You may review this policy document at the office of your recruitment agency.

Dental Care

The company only provides coverage for an initial examination, first set of x-rays and extraction of a tooth or teeth. Any other treatments, including but not limited to, additional X-rays, cleaning, fillings, bridges, dentures or denture repairs, braces or adjustment of braces, tooth whitening or veneers are not covered and are at your own expense. Should you elect to have any of the aforementioned treatments carried out, they are at your sole expense, which includes the cost of transportation to/from the dental clinic, immigration fees, agent fees and other expenses that might be incurred in connection with a visit to a dentist.

Optical Treatment

The company does not cover visits to or treatments by an Optometrist unless it is required due to an injury that was caused by an accident on board.

Insurance



Please note that all crewmembers are fully insured against illness and accidents during their contractual period on board.



Unless you are covered by a national healthcare system in the country of your citizenship, you will not have any insurance coverage against illness and/or accidents while you are on leave between contracts or if you sign off the vessel for a work break or leave of absence. International Cruise Services, Inc. encourages you to ensure you have medical and accidental coverage while on leave.

PERSONAL APPEARANCE AND GROOMING STANDARDS

International Cruise Services, Inc. and Oceania Cruises insist on a personal appearance that is clean, stylish and professional at all times.

The following guidelines have been designed for front and back of the house crewmembers. Regardless of the position you hold on board, it is important that you take great pride in your appearance and how you project yourself toward guests and your fellow crewmembers. You are not only representing International Cruise Services and Oceania Cruises, but most importantly you represent yourself as a professional. The appearance standards of International Cruise Services and Oceania Cruises include but are not limited to the following requirements:

Hand Washing

Hands must be frequently washed with soap and hot water, especially each time after using a toilet.

Male and Female

Body Alterations

Body modifications for the purpose of achieving alterations that detract from a professional image are not acceptable. Examples include, but are not limited to:

- Body piercings or body jewelry other than traditional ear piercings and plain earrings for female crewmembers.
- Due to company's positioning within industry, visible Tattoos, regardless of position, are not permitted; therefore, they need to be covered by regular issue uniforms, which, depending on the position may be shorts, skirts or short sleeve shirts. This regulation also applies to religious or tribal tattoos that may be socially acceptable or even required in certain cultures
- Disfiguring skin implants, earlobe expansion, tongue piercing or splitting as well as piercing plugs are strictly prohibited.
- The use of dental alteration such as gold, platinum caps (permanent or removable) for purposes of ornamentation is prohibited. Teeth, whether natural, capped or veneered cannot be ornamented with designs, jewels or inlays. Unnatural shaping of teeth for non-medical reasons is prohibited

Eye Wear

- Prescription Eyeglasses – the frames of prescription eyeglasses should be conservative in style and color. Manufacturer logos must be small and inconspicuous.
- Sunglasses – when worn on duty, must be conservative in style and color that does not detract from the overall appearance. Manufacturer logos must be small and inconspicuous. Sunglasses may only be worn with the prior approval of the respective head of department on board. Lenses should be of standard black or brown shade. Mirrored lenses are not acceptable.

- Contact Lenses – when worn in uniform, must imitate a natural eye color. Designs, such as cat eyes, etc., are not permitted.

Male

Hair

- Hair must be neatly cut on the back and sides, forming a smooth, symmetrical appearance so that it does not extend beyond or cover any part of the ears or the shirt collar. The overall style must be neat, natural and balanced proportionally. Hair products may be used to create a soft, natural hairstyle within these guidelines. Styling gel to create a spiky look is not permitted.
- A shaved head is permitted as long as the look is maintained throughout the entire contract.
- Shaving of the eyebrows is not permitted
- Extreme bleaching or coloring is not permitted. If the hair color is changed, it must be natural looking and well maintained.
- Artificial hair is permitted if it looks natural and meets all of the above requirements.

Face

- Facial hair for front of the house crewmembers is prohibited.
- Crewmembers without facial hair are expected to be clean-shaven at the commencement of each shift, even if this requires multiple shaves each day.
- Facial hair for back of the house crewmembers is permitted, but it must be neatly trimmed at all times. All facial hair, including beards, mustaches and goatees must create an overall neat, polished and professional look.
- All facial hair must be fully grown in, neatly groomed and well maintained at no longer than a quarter of an inch in length. Mustaches may extend below the corners of the mouth to meet with a facial beard.
- Sideburns must be above the ear lobe and cannot flare out.

Jewelry

- Wristwatches must be conservative and simple in style. Oversized dive watches or brightly colored watches are not permitted.
- Earrings or studs are not permitted on men.
- Male crewmembers may wear one plain ring, such as a wedding band or a simple graduation ring on each hand either on the ring or middle finger. Rings on index fingers and/or thumbs are not allowed.

Makeup

- Makeup on male crewmembers is not permitted.

Fingernails

- Fingernails must be clean and presentable looking at all times. They should not extend beyond the tip of the finger.

Female

Hair

- Hair should be natural looking, kept in a manageable fashion, neatly combed, and arranged in a classic, easy-to-maintain style.
- Hair must be completely dry when reporting for duty.
- Hair below shoulder length must be kept up either in a French pleat, braid or single ponytail while on duty. Only neutral colored accessories such as hair clips, barrettes, pleat combs or cuffed elastic bands. Pens, chopstick or regular rubber bands are not allowed.
- Conservative braided hairstyles are permitted.
- Shaving of the head or any portion of the head or eyebrows is not permitted for female crewmembers.
- Extreme bleaching or coloring is not permitted. If the hair color is changed, it must be natural looking and well maintained. Subtle highlighting is permitted, as long as it creates a uniform look over the whole head and meets all of the previously listed guidelines.
- Cornrow braids are not permitted.

Make-up

- If makeup is worn, it should be applied in a blended manner and in appropriate, neutral colors to create a natural and glowing look.
- Lip-gloss is permitted. Extreme bright lipstick colors are not permitted.

Jewelry

- Wristwatches must be conservative and simple in style. Oversized dive watches or brightly colored watches are not permitted.
- One plain earring or stud per ear is permitted. Multiple earrings or studs per ear are not accepted.

- Female crewmembers may wear one ring on each hand either on the ring or middle finger. Rings on index fingers and/or thumbs are not allowed.

Fingernails

- Fingernails must be clean at all times. If polish is used, it should be an appropriate, neutral color. Polishes that are not permitted include: black, gold, silver, multicolored or neon. Charms or decals on fingernails are not permitted. Fingernails should not exceed one-fourth of an inch (approximately 6 mm) beyond the fingertip.

Personal Hygiene

Since you will be working in the close proximity of guests and fellow crewmembers, good personal hygiene is of paramount importance.

- A good neutrally scented deodorant/antiperspirant should be applied before you report for duty on each shift
- The company encourages you to take at least two showers each day.
- Strong or overpowering aftershave lotions, perfumes or eau de perfume should not be applied prior to reporting for duty.
- Teeth must be brushed after each meal. A good mouthwash should also be used to eliminate breath odors.

UNIFORMS

In order to comply with the appearance standards and the image the company desires to project to its guests and to the rest of the cruise industry, **uniforms must be in immaculate conditions at all times.**



You must inform your supervisor in the event you receive ill fitting or damaged uniforms. If uniforms become worn or are damaged while in the laundry or while worn when on duty, you must likewise inform your supervisor so that new uniforms or uniform accessories can be authorized and issued to you.

Some positions are required to buy non-logoed uniforms. The table below outlines what you will have to purchase on board. The cost of these items is deducted from your first salary.

Before you Set Sail

POSITION	MALE	FEMALE
Waiter/ess Asst. Waiter/ess Asst. Waiter/ess Buffet Room Service Steward	3 x black pants 4 x white dress shirts 1 x safety belt	3 x black skirts 4 x white blouses 1 x safety belt
Utility Snack	3 x black pants	3 x black skirts
Cellar Master	3 x black pants 4 x white dress shirts 1 x black tie 1 x safety belt	3 x black skirts 4 x white blouses 1 x black tie 1 x safety belt
Sommelier	3 x black pants 3 x white dress shirts 3 x banded collar shirts 1 x black tie 1 x safety belt	3 x black skirts 3 x white blouses 3 x banded collar shirts 1 x black tie 1 x safety belt
Senior Bartender	2 x black pants 3 x white dress shirts 1 x black tie 1 x safety belt	2 x black skirts 3 x white blouses 1 x black tie 1 x safety belt
Bartender	2 x black pants 3 x white dress shirts 1 x black tie 1 x safety belt 2 x blue shorts 1 x blue belt w/buckle 2 x logo white socks 1 x Ritz white sketcher shoes	2 x black skirts 3 x white blouses 1 x black tie 1 x safety belt 2 x blue shorts 1 x blue belt w/buckle 2 x logo white socks 1 x Ritz white sketcher shoes
Bar Waiter/ess	3 x black pants 3 x café shirts ecru 1 x safety belt 2 x blue shorts 1 x blue belt w/buckle 3 x logo white socks 1 x Ritz white sketcher shoes	2 x black wrap skirts 2 x blue shorts 1 x blue belt w/buckle 3 x logo white socks 1 x Ritz white sketcher shoes 1 x logo baseball hat
Cabin Steward/ess	3 x black pants 1 x safety belt	3 x navy split skirt 4 x logo white socks 1 x safety belt 1 x Ritz white sketchers shoes
Asst. Cabin Steward/ess	3 x black pants 1 x safety belt	3 x navy split skirt 4 x logo white socks 1 x safety belt 1 x Ritz white sketchers shoes
Utility Hotel	2 x gray work pants 1 x safety belt 1 black Kali shoes	2 x navy split skirt 2 x logo white socks 1 x safety belt 1 x Ritz white sketchers shoes
Butler	2 x morning stripe pants 4 x white dress shirts 1 x silver/black stripe tie 2 x black pants 1 x gray gloves	
Bell Boy	3 x black pants 3 x white dress shirts 1 x safety belt	

A uniform price list is available for your review at the office of your recruitment agency.

Back Support Belts and other Personal Protective Equipment (PPE)



A back support belt is a mandatory piece of equipment for any crew lifting items heavier than 50 lbs. (22kgs). The company will provide support belts for a deposit to all crewmembers requiring them in their line of duty.

Other Personal Protective Equipment (PPE) required to carry out certain tasks are provided by the company at no cost. However, the loss or willful damage of PPE may result in you being charged to cost of the PPE.

Pantyhose

Female service personnel are required to bring several pairs of both natural (day-time) and black (evening) pantyhose. Pantyhose must be worn at all time by female crew who works front of the house.

Socks & Belts

Male service personnel are required to bring six (6) pairs of black socks and a plain black leather belt with a conventional loop buckle.

Laundering of Uniforms

Logoed and non-logoed uniforms are laundered free of charge. You are not permitted to wash your own uniforms in the crew laundry.

Crew Launderettes

Each vessel is equipped with a crew launderette where you can wash your personal clothing. This service is at no charge to you; however, you are expected to keep the crew launderette clean and ensure that washing machines are emptied and the lint filters of the dryers are cleaned after each use. You are not allowed to use the crew launderettes to wash your uniforms!

Name Badges

Name badges are part of the uniform and are required to be worn at all times while on duty. The Crew Purser provides each crewmember with a set of two (2) name badges at the beginning of their first contract. Crewmembers are required to carry their name badges with them to their next assigned ship. There will be a charge for nametags that have been lost or were willfully damaged.

Shoes

Service personnel must join the vessel with two pairs of black dress type shoes. These shoes must have non-slip, non-marking rubber soles and must be purchased before joining the ship. Shoes with leather soles are unsafe and not permitted. Female footwear must have closed heels and toes, with a maximum 1.5 inches (4cm) heel. Shoes must be plain in appearance and comfortable. For front of the house personnel, athletic type shoes (sneakers) or boots are not acceptable footwear.



It is highly recommend that you break in (wear) your work shoes before you get to the ship so you can ensure the shoes are comfortable and provide you with proper support.

Accepted Female Shoes Styles (all shown styles have non-marking rubber soles)



Accepted Male Shoe Styles (all shown styles have non-marking rubber soles)



All galley and storeroom positions must provide their own safety shoes. Safety shoes must be fully enclosed, steel toed and have non-marking and non-conducting rubber soles. Clog type shoes with open heels are not permitted.

Accepted Safety Footwear (with steel capped toe protection)



KEEPING IN TOUCH

Mail

All mail and parcels you wish to receive from family and friends can be addressed to the respective port agent address, in one of the main ports you will be visiting regularly. The Purser's Office onboard has all the necessary information for you.

Internet Cafes

Each vessel has an Internet café that is accessible to crew. All vessels offer Wi-Fi service for those crewmembers who travel with their own laptops or wireless enabled devices. Charges for Internet access apply.

Phone Calls

It is quite expensive to place or receive calls from the ship. However, you can call from the ship using your crew ID card. Phone calls can also be placed from telephone booths at various ports with local long-distance calling cards. This is the most cost effective option to call home.

The carrying or use of personal mobile phones or tablet computers is not permitted while on duty. All calls or other electronic communication must be done in crew areas or when you are ashore during your free time.



Using our mobile phone outside of your own country can be very expensive, and you may incur significant charges when making or receiving calls on your mobile phone!"

Emergency Contact Information

In emergency situations, your immediate family may contact Shipboard Human Resources Department at the following numbers or e-mail address.

Regular office hours in Miami: + 1-305-592-8790

Weekends: + 1-786-223-0848

Fax: + 1-305-593-8335

Email: hremergency@theapollogroup.com

The emergency information will be swiftly relayed to the ship. Please be sure to provide your family members with the above contact information and your Crew ID before you leave home.

SHIPBOARD STRUCTURE

MASTER

THE SHIP'S MASTER HAS THE HIGHEST AUTHORITY ONBOARD AND IS ACCOUNTABLE FOR THE OVERALL SAFETY, SECURITY AND NAVIGATION.

HOTEL DEPARTMENT

GENERAL MANAGER

The General Manager is fully in charge of the Hotel Operation on board. He is responsible for maintaining and execution of company policies, standards and procedures.

DECK DEPARTMENT

STAFF CAPTAIN

The Staff Captain is the second in command. His main responsibilities are for the safety and discipline of guests and crew as well as the supervision of safety management systems, training and security onboard.

ENGINE DEPARTMENT

CHIEF ENGINEER

The Chief Engineer oversees the technical operation of the vessel including but not limited to, technical maintenance such as the propulsion plant, sewage treatment, water purification plant, bunkers and refrigeration.

GENERAL MANAGER

ICS

Representative

Food and Beverage Director

HOUSEKEEPING DEPT.

Chief Housekeeper

GALLEY DEPT.

Executive Chef

BAR DEPT.

Exec. Cellar Master

RESTAURANT DEPT.

Restaurant Manager

SAFETY AND SECURITY POLICIES

Emergency Responsibilities

Safety is the company's number one priority. Once you are onboard, you quickly need to learn all the emergency station duties and functions that will be assigned to you. You must participate in all musters and drills that are scheduled on a weekly basis. The Safety Officer will instruct you regarding your emergency responsibilities on the day you join the ship.

You will be asked to attend a number of training sessions within the first week. These sessions will familiarize you with the ship's emergency procedures and train you for specific duties in the unlikely event of an emergency.



*All safety training is mandatory and you are expected to show up on time!
Non-compliance will lead to disciplinary action.*

Each crewmember is issued a lifejacket upon joining. The lifejacket must be stored in your cabin when not in use.

CODE OF CONDUCT

The Master may discharge an employee for justifiable cause, including any of the following grounds:

Section 1 Offenses

The following acts of misconduct are considered serious breaches of this Code. Such offenses may lead to dismissal from the ship and possibly even prosecution by shore side authorities.

- Assault of a guest, officer, crewmember or any other person onboard the vessel.
- Sexual assault of a guest, officer, crewmember or any other person on board the vessel.
- Unlawful possession or smuggling of drugs.
- Jumping ship / deserting.
- Mutiny or inciting others to mutiny.
- Persistent or willful failure to perform duty.

- Conduct endangering the ship or persons onboard.
- Tampering with safety equipment or safety devices.
- To prejudice the safety of the ship or any person on board by sleeping on duty, failing to remain on duty or incapacity to carry out duty through the influence of drink or drugs.
- Failure to obey company and statutory limits on alcohol consumption.
- Refusal to submit to drug or alcohol tests when directed by the Master or company.
- Disobedience of orders relating to the safety of the ship or any person on-board.
- Failure to comply with the ship's security procedures.
- Failure to follow garbage disposal procedures.
- Behavior that seriously detracts from the safe, hygienic and efficient working of the ship or the service standards of the hotel operation.

Section 2 Offenses

- Section 1 offenses in which the circumstances of the case do not justify a dismissal.
- Minor acts of assault, disobedience, negligence and neglect of duty.
- Unsatisfactory work performance.
- Poor punctuality.
- Absence from place of duty or from the ship without leave.
- Offensive, disrespectful or disorderly behavior.
- Incorrect or unsatisfactory appearance or inadequate personal hygiene.
- Willful damage to the ship or any property onboard.
- Theft or possession of stolen property.
- Possession of offensive weapons, firearms or explosives.
- Violation of customs, immigration, or agriculture laws in any port.
- Failure to comply with environmental rules, policies or regulations.
- Intimidation, coercion and interference with the work of others onboard.
- Sexual harassment of a guest, officer, crewmember or any other person on board the vessel.
- Falsification of company and shipboard records.
- The communication of written, verbal, photographic, video or computer material regarding company guests, employees, activities, operations or business without the permission of the Company.
- Offensive or disrespectful behavior towards a guest or fellow employee.

- Unauthorized gaming, gambling or trading.
- Remaining in guest accommodation other than in execution of his/her duties, or bringing guests into crew accommodation.
- Arrested ashore for criminal offense.
- Repeated breaches of Section 2 offenses.
- Stopping work before the authorized time, or leaving place of work without permission.
- Failure to report to work without satisfactory reason.
- Failure to report any injury or accident to self or others.
- Failure to adhere to uniform dress code.
- Smoking in unauthorized areas.

SECONDARY BUSINESS

No employee of International Cruise Services, Inc. is permitted to run a secondary business on board while under contract with the company.

DRUGS AND ALCOHOL

Drugs

The company has a zero tolerance policy for use or abuse of illegal drugs and controlled substances. The following will lead to immediate dismissal:

- Possession, manufacture, use, sale, distribution, purchase, transfer, dispensing or transportation of illegal drugs while employed with the company.
- Consumption of illegal drugs, or abuse of prescription drugs (not taken in accordance with proper prescription or by specific directions of a licensed physician or dentist) while employed with the company.

Any illegal substances confiscated by the company will be turned over to the appropriate authorities.

Prescription Drugs

A crewmember may work while taking prescription or over-the-counter drugs as long as work can be performed in manner that will not compromise personal safety or the safety of others. A crewmember using prescription or over-the-counter drugs must

assume responsibility that the drugs are taken in accordance with the prescriptions or directions provided for the drug. Crewmembers who are under the influence of prescription or over-the-counter drugs must immediately inform a supervisor if they feel they are unable to perform their assigned duties in a safe manner.

In the event you have to take prescription medications when on board, including oral contraceptives, you must ensure to bring sufficient supplies to cover the entire length of the contract. All prescription medications must be registered with the physician on board.

Drug Tests



The company conducts random drug tests on a regular basis. Should you test positive for illegal or controlled drugs in the event you are tested, you will be dismissed with immediate effect and repatriated at your own expense to your country of origin.

Alcohol

The health and well-being of its employees is of the utmost importance to International Cruise Services, Inc. Therefore, the Company encourages its employees to lead a healthy lifestyle and try to abstain from the regular or excessive consumption of alcoholic beverages.

The moderate consumption of alcohol is permitted under the following conditions:

- No alcohol may be consumed four (4) hours prior to reporting for duty.
- No alcohol may be consumed while on-duty.

Anyone on-duty or off-duty who tests at 0.04% blood alcohol level or higher is considered intoxicated and will be subject to disciplinary action, which may lead to dismissal.

Alcohol Consumption while Ashore

The same conditions apply for crewmembers that are ashore between shifts or during the rest periods.

Testing for Blood Alcohol Content (BAC)

The Company has adopted a policy of “Zero Tolerance” toward excessive alcohol consumption. If a crewmember is under the suspicion of being intoxicated, the Master, Staff Captain, Security Officer, General Manager, F&B Director or the respective Head of Department of the crewmember can request a test to determine the BAC of an employee at any time.

Should the test determine that the BAC of the crewmember falls outside of the parameters, the crewmember will be subject to disciplinary action, which could lead to immediate dismissal.

Should a crewmember refuse to have a BAC test administered, the crewmember is subject to immediate dismissal.

Alcohol at Company Sponsored Events

Alcohol consumption at Company sponsored events is completely voluntary and should be in moderation.

Personal Responsibility

Crewmembers remain responsible for their personal safety if they choose to consume alcohol.

Smoking

Smoking is allowed only in designated areas aboard. Please check with your Buddy or supervisor if you are unsure where you can smoke.

Smoking in crew cabins is strictly prohibited! Non-compliance with this guideline will result in immediate dismissal.

CRIME AND WEAPONS

The company has a zero tolerance policy toward crime and weapons possession. Any employee committing a crime will be handed over to the appropriate local authorities and be dismissed.

Possession of a weapon onboard is also grounds for immediate dismissal. The company reserves the right to conduct a search for weapons at anytime without prior notification.

HARASSMENT

Harassment Policy

The Company is committed to providing a work environment free from all forms of unlawful discrimination including sexual harassment and prohibits harassment in any form. This policy applies to all shipboard employees, independent contractors and concessionaries, (including both supervisory and non-supervisory personnel) working on board and also applies to both ashore and to all ships owned and operated by Oceania Cruises.

In order to ensure a harassment free workplace Oceania Cruises and International Cruise Services prohibit any activities that could embarrass, demean, humiliate or segregate individuals based on sex, race, color, religion, national origin, age or sexual orientation.

Violation of this policy will subject the offender to disciplinary action, up to and including termination of employment for cause.

Definition

Discrimination and harassment can take many forms and can be either overt or subtle. Harassment is defined as verbal, physical, written or visual conduct which:

- Denigrates or shows hostility or aversion toward an individual because their sex, race, religion, color, national origin, ancestry, age, sexual orientation or marital status; or
- Has the purpose or effect of creating an intimidating, hostile or offensive working environment; or
- Has the purpose or effect unreasonably interfering with an individual's work performance; or
- Otherwise adversely affects an individual's performance of their duties or the ability to pursue employment opportunities. The policy also extends to the use of computers, the Internet and any component of any company communication devices for transmission of material that violates this policy.

Sexual Harassment includes, but is not limited to:

- Unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature that are either made or stated or implied as a condition of employment where submission or rejection of such conduct is used as the basis for employment decisions affecting such individual.

- Unwelcome, sexual flirtations, advances or propositions, verbal abuse of a sexual nature, subtle pressure or requests for sexual activities where submission or rejection of such conduct is used as the basis for employment decisions affecting such individual.
- Unnecessary touching of an individual, graphic verbal commentary about an individual's body and sexually degrading words used to describe an individual.
- Display of any objects or pictures of a sexually suggestive nature, sexually explicit or offensive jokes and physical assault.
- Where such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Reporting an Incident

Anyone who feels that he/she is a victim of harassment of any kind or has witnessed an incident of harassment, should bring the matter to the immediate attention of either:

- Master/General Manager.
- Staff Captain.
- Human Resources Manager/Training & Development Manager/Crew Purser.
- Ethics hotline, which can be contacted by toll free phone number or through the internet. Instructions how to contact the ethics hotline are posted on the Crew Bulletin board aboard each vessel.
- You will also receive an Onboard Complaints Procedure at the time you sign your Seafarer Employment Agreement.

It is the responsibility of each employee to report immediately any violence or suspected violation of these policies to one or more individuals identified above.

All complaints will be investigated promptly and thoroughly and kept confidential to the extent possible.

The Company prohibits any form of retaliation against an employee for lodging a complaint in good faith under this policy or for assisting in the investigation or a claim of harassment.

Any employee found in violation of this policy will be subject to appropriate disciplinary action, up to and including termination of employment.

TIME AND ATTENDANCE

Time and Attendance is being monitored with an electronic time and attendance system that will require you to sign in and sign out each time you either report for work, get off work or go for a break. Any breach of the time and attendance policy, such as not checking out when going for a break, is treated as a violation and is going to result in a Record of Discussion (ROD). If violations occur repeatedly, you may be subject to a written warning or warnings.

HUMAN RESOURCES MANAGER

Each vessel has established the position of Human Resources Manager (HRM). The role of the HRM on board is to assist you with any human resources needs. On some vessels, HRM also administers the majority of the company's orientation and training programs. The HRM has set office hours but is available anytime for you in the event of a pressing matter.

NOW THAT YOU HAVE READ THROUGH
THIS HANDBOOK AND ARE READY
TO JOIN US, THE TEAM LOOKS FORWARD
TO WELCOMING YOU ABOARD!

BEFORE YOU LEAVE CHECKLIST

#	BEFORE YOU LEAVE CHECKLIST	✓
1	Do you have your e-ticket confirmation and flight itinerary? Is it the correct departure and arrival date for you to reach the ship?	<input type="checkbox"/>
2	Have you been provided with the correct hotel information should you require an overnight stay?	<input type="checkbox"/>
3	Have you been provided with the contact information of the local port agent (phone numbers)	<input type="checkbox"/>
4	Do you have sufficient cash (approximately US\$ 100.00) with you to pay for incidentals and transportation if required?	<input type="checkbox"/>
5	Have you checked the expiry dates of your passport, visas and seaman's book to ensure all are valid for at least 12 months from the time you join the ship?	<input type="checkbox"/>
6	Do you have your banking information with you, including the name of the bank and the appropriate SWIFT or IBAN number, which is required to be able to transfer funds to a bank account of your choice?	<input type="checkbox"/>

Hand Carry With You:

Keep the following documents in a safe place and carry them with you in your hand luggage as checked luggage can get lost.

#	AS YOU LEAVE, CARRY WITH YOU:	✓
1	Seafarer Employment Agreement (SEA)	<input type="checkbox"/>
2	Your joining ticket information and itinerary	<input type="checkbox"/>
3	Your Letter of Employment (LOE)	<input type="checkbox"/>
4	Your passport that is valid for at least 12 months	<input type="checkbox"/>
5	Your seaman's book that is valid for at least 12 months	<input type="checkbox"/>
6	Your original STCW certificates (BST and Crowd and Crisis Management as well as Security Awareness)	<input type="checkbox"/>
7	Your international vaccination card with recorded and valid Yellow Fever and Tetanus inoculations.	<input type="checkbox"/>
8	Emergency cash in the amount equivalent to USD 100.00	<input type="checkbox"/>
9	Your original medical documents, including all lab reports and results	<input type="checkbox"/>
10	Your professional licenses and certificates if required.	<input type="checkbox"/>
11	Your "Before You Set Sail" guide.	<input type="checkbox"/>

INTERNATIONAL CRUISES SERVICES NEW HIRE CHECKLIST

Please read and complete the following items on the checklist by placing your initials in the column that represents your response. Once you have completed the checklist, please sign it and provide the original to your recruitment agency. They will provide you with a copy that you should keep with your other documents. The HR Coordinator will collect this checklist during your sign on process aboard your assigned ship.

As a result of participating in the hiring process:

#	STATEMENT	YES <input checked="" type="checkbox"/>	NO <input checked="" type="checkbox"/>
1	I have fully read and understand the contents of this "Before you Set Sail" guide.	<input type="checkbox"/>	<input type="checkbox"/>
2	I have received the departmental "What you Need to Know" guide.	<input type="checkbox"/>	<input type="checkbox"/>
3	I have received the job description for the position I was hired for.	<input type="checkbox"/>	<input type="checkbox"/>
4	I fully understand that I do not need to take any money to the ship for the "Onboard Charges Deposit", but that I will be deducted installments of US\$ 200.00 from the salaries of the first 4 months on board.	<input type="checkbox"/>	<input type="checkbox"/>
5	The company's joining and repatriation ticket and cost policy has been explained to me by my recruitment agency.	<input type="checkbox"/>	<input type="checkbox"/>
6	I have read and understand the company's policy pertaining to uniforms, footwear and appearance standards. I understand the Appearance Standards of the Company pertaining to personal hygiene and grooming	<input type="checkbox"/>	<input type="checkbox"/>
7	I have been made aware of the fact that I may have to purchase some non-logo uniforms.	<input type="checkbox"/>	<input type="checkbox"/>
8	I am aware that the first three months of my initial contract are considered as Probationary Period during which my performance will continuously be monitored and evaluated, and that I will receive a written performance evaluation at the end of the probationary period.	<input type="checkbox"/>	<input type="checkbox"/>
9	I have obtained and possess all necessary documents and visas, including my passport, and all documents are valid for at least 1 year from the time I join the ship.	<input type="checkbox"/>	<input type="checkbox"/>
10	I possess all necessary STCW Certificates that are required by International Maritime Law.	<input type="checkbox"/>	<input type="checkbox"/>
11	I have obtained a Seaman's Book either from my country of citizenship or from the Flag State of the ship and confirm it is valid for at least one year from the date I join the ship.	<input type="checkbox"/>	<input type="checkbox"/>
12	I have in my possession all of my medical documents and laboratory test results.	<input type="checkbox"/>	<input type="checkbox"/>
13	I have received a Letter of Employment from my recruitment agency. The letter details my ship assignment, position, and joining date.	<input type="checkbox"/>	<input type="checkbox"/>
14	I understand that my employment is based on International Transport Workers Federation's (ITF) Collective Bargain Agreement, which is available for inspection at the recruitment agency's office or aboard the vessel.	<input type="checkbox"/>	<input type="checkbox"/>
15	I have received and read the crew complaints procedure (MLC Regulation 5.1.5)	<input type="checkbox"/>	<input type="checkbox"/>
16	I have received, reviewed and signed my employment agreement.	<input type="checkbox"/>	<input type="checkbox"/>

New Hire's Signature

Date (mm/dd/yy)

New Hire's Name

Recruiting Agent or HR Signature

Before you Set Sail



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