

SILVERSEA SHIP RULES

Every crew member has a responsibility to familiarise themselves with the code of conduct, ship policies, and benefit grid. All of which are displayed in the crew area. If anyone is unsure of the rules, they must ask. All employees must familiarise themselves with their own job description and work in line with the requirements.

Alongside our policies and procedures, we have the below Ship Rules to ensure a safe and happy environment for all onboard. These rules apply to everyone and must be followed at all times.

Disciplinary action may be taken if these rules are broken.

The Basics:

- We treat each other with respect at all times, we are polite, friendly and we greet our colleagues when we see them
- We communicate in an effective manner keeping relevant parties informed of required information
- We work as a team; we support each other to achieve excellence
- We do not speak negatively about Silversea, our guests, our colleagues or our competitors
- We deliver the requirements of our job description and carry out any reasonable requests set by our Managers in a positive manner
- We act professionally at all times when on duty
- We respect the onboard chain of command
- All crew are responsible for reading the crew notice boards and safety/security notice boards as well as department notices; we do this daily

Guest Areas:

- We show respect for all guests and guest areas at all times
- We sanitise our hands when moving around the vessel
- Guests are paying customers of Silversea; we do not cross the boundary of that relationship
- We follow the benefit grid at all times
- If we have the benefit to be in a guest area, we use common sense and never have a negative impact on the guest experience. We do not sit in the most sought after seating; this is for our guests. We allow guests to go ahead of us at the buffet
- We do not use guest elevators
- We do not use guest bathrooms
- We always use English language in guest areas
- We greet every Guest and use Guest names at every opportunity
- We smile and show a positive attitude towards our guests at all times

Mobile Phones:

- The use of personal mobile phones whilst on duty is prohibited
- We do not bring our mobile phones on duty; we leave them in our cabin
- We do not use mobile phones whilst in uniform in public view even if off duty (i.e. no mobile phone use in terminal buildings in uniform)
- We can use our mobile phones in the guest gym (as per benefit grid) or on the jogging track to listen to music only

Exercise and Gym:

- Access to the guest gym is as per benefit grid at the allocated times for your vessel
- We do not use the towels and water in the guest gym; these are for guests
- We treat our crew gym with care and respect
- We wipe down machines after use in both the guest and crew gym
- We put equipment away neatly in both the guest and crew gym
- We only use the jogging track at allocated times (we do not use if guests are still at the grill)

Crew and Officer Mess:

- Access to Officer's Mess is as per benefit grid
- We wash our hands when entering the mess rooms
- We are all responsible for clearing crockery and cutlery after ourselves
- We always correctly separate garbage
- Uniform, clean overalls or smart clothing are worn in the Officers mess; no flip flops/sandals, dirty overalls, gym wear or short skirts
- When we attend meetings or training in the Officer's Mess, we leave the room as we found it

Crew Corridors:

- We do not eat in crew corridors (food is never to be removed from the Mess)
- If carrying out haircuts in crew corridors, we clean up and leave the area as we found it
- We do not leave items in crew corridors; they remain safe and free from obstructions
- We respect the notice boards, never defacing notices or removing notices for our own use

Crew Laundry:

- We respect our crew laundry areas; we return within a reasonable time to remove our laundry, we do not take items belonging to others, we never force laundry machine doors open
- We clean up after ourselves and never leave garbage in the crew laundry rooms

Crew Open Decks:

- We respect all crew areas and keep them clean and tidy
- We never leave crockery or garbage on the crew open decks
- We only smoke in designated areas
- We put cigarettes out in the ashtrays and never on the floor

Crew Cabins:

- Every crew member must check their cabin on arrival. Any maintenance or unauthorized items must be reported to HR Manager at this time
- Our crew cabins are kept clean and tidy at all times
- Unannounced cabin inspections may take place at any time
- We change our shower curtains regularly
- We empty our garbage regularly
- We never smoke in our cabins; this is strictly prohibited
- We never have cabin parties; this is strictly prohibited
- We never take ships equipment, crockery or cutlery to our cabins
- We respect our neighbours and cabin mates by keeping noise levels to a minimum
- We prepare for announced cabin inspections with deep cleaning and tidying. We ensure our life jacket is placed on the bed for the announced cabin inspection
- We report any cabin maintenance to the HR Manager as soon as possible
- We do not keep food in our cabins; the only exception is dry, packaged food e.g. energy bars, chocolate, nuts and chips (food is never to be removed from the Mess)

- We do not keep electrical appliances in our cabins such as kettles, coffee machines and irons
- We ensure that electrical items such as speakers, hair dryers, hair stylers etc. are in good condition and if necessary, checked with the Chief Electrician
- We do not store alcohol over 21% in crew cabins; we can keep a maximum of 2 litres of alcohol (less than 21%)
- We ensure that any alcohol stored in crew cabins has a slop-chest sticker; this will come with any purchase from slop-chest but if we buy alcohol outside, we must take it directly to HR or security to obtain a sticker
- When signing off, we leave our cabin clean and prepared for the joining crew member. We leave the cabin as we would wish to find it

Going Ashore:

- Crew all on board time is strict. We must check this every time we leave the ship and adhere to the time stated
- Crew shore-leave requirements are strict. We must check these every time we leave the ship and adhere to the requirements stated
- If staying ashore on an overnight call, we obtain permission from our Manager and leave our contact details and address with the HR Manager
- If Passports or Seaman's Books are issued for Shore Leave, these must be returned as communicated
- All crew members going ashore must go via the gangway and swipe their crew ID (even crew members signing off the vessel)
- We can wear our own clothing when going ashore but must consider that we may be passing through guest areas or interacting with guests at this time so clothing should be appropriate. In some parts of the world, appropriate clothing for extreme weather conditions must be worn
- We do not wear our uniforms to go ashore (for non-food handlers, uniform can be worn on the pier or terminal but it must be clean and neat). Security at the gangways can deny permission to go out in case this rule is not observed
- Food handlers must never leave the ship in uniform as this is a breach of USPH
- We wait until last to get on and off shuttle buses, tenders or zodiacs
- We sit at the back of shuttle buses and tenders
- We do not eat, drink, play music or have loud conversations on shuttle buses or tenders
- Even when ashore, we remember that we are ambassadors for Silversea
- Umbrellas and water at the gangway are for the exclusive use of the guests, we do not have permission to take these items for our own use
- Any drinks set up on the pier are for guests only; we do not drink them
- Refreshing towels on embarkation are for our guests; we do not use them
- We spend the minimum time possible in the guest area when walking through to go ashore
- We never gather in the gangway/lobby area
- We never wait in the guest area to go ashore; we can wait in the crew area
- We sanitise our hands before returning onboard

Email Etiquette:

- We all follow the email etiquette guidelines
- Our emails are respectful and professional

Telephone Etiquette:

- We all follow the telephone etiquette guidelines
- Our telephone calls are respectful and professional