

# **OPERATIONS MANUAL**

## **SYSTEM OF DISTRIBUTION**

Master, Staff Captain, Chief Officer, Chief Engineer, Staff Engineer, Hotel Manager, Chief Purser, Food & Beverage Manager, and Doctor will have a complete set of the Operations Manual.

The manual has been divided into twelve sections, each topic within a section has a four digit number, the first two numbers indicate the section, the second two numbers indicate the topic number. The system will provide good flexibility for updating.

## **UPDATING SYSTEM / OPERATIONAL MEMOS**

The Master will receive the updates in the form of Operational Memos, he will distribute them and discuss them during the Masters Meeting. The Senior Officers will distribute to their Department Heads only the concerned subjects.

A proper receipt form for each Operation Memo will be returned to the company as confirmation of receipt.

## **SUGGESTIONS FOR THE OPERATIONS MANUAL**

Since one of our major objectives is to continue to improve all aspects of our management and operational activities, we intend to update and improve this manual in the months and years ahead. Therefore, we ask all Organization members to channel their suggestions for improvement to their immediate supervisors, who in turn will forward them to the appropriate person in the chain of command. The company will be all useful enlargments included in the manual.

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**SECTION 1 THE COMPANY**

[REDACTED]

[REDACTED]

**01.02 WELCOME TO THE COMPANY**

We would like to outline a few key-points on how every employee, both shipboard and shore side, should conduct themselves:

- OUR CUSTOMERS ARE HONORED GUESTS, NOT PASSENGERS
- IT IS OUR GUESTS WHO PAY OUR WAGES, SO IT IS IMPORTANT THAT THEIR EXPERIENCE IS A POSITIVE ONE

- OUR GUESTS ARE NEVER WRONG
- NEVER SAY OR ACT AS IF "IT IS NOT MY JOB"
- YOU ARE THE COMPANY FROM THE GUESTS' PERSPECTIVE

### **01.03 COMPANY ORGANIZATION**

It is of utmost importance that all contacts between the ships and the office are channeled through the proper departments in order to avoid delays in response.

Enclosed is the Employees Directory for the office, which shows both office departments and telephone numbers. This sheet will be periodically updated.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### **02.03 MASTER, CHIEF ENGINEER AND HOTEL MANAGER**

The Master is in overall command of the ship and responsible for her performance overall. This authority is vested in him by the company and the XY Authority whose jurisdiction charges him with the responsibility for the ship, her guests and crew. In his task he is assisted by the following:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## **02.08 MASTER'S MEETING**

The Master's Meeting to be held as frequently as deemed necessary by the Master,

[REDACTED]

Purser will be responsible for recording the minutes of the meeting.

The following Officers are to participate:

[REDACTED]

Standard points to be discussed:

Welcome aboard to new Department Heads

- Comment cards of last cruise
- Injuries (pax/crew) and accident prevention
- Next cruise: itinerary, possible situations, etc.
- Safety, sanitation, security, environmental protection
- General condition of the ship: tender, pool, etc.

The duration of the meeting shall be kept to a minimum, only subjects relevant to the ship's operations are to be discussed.

## **02.09 SHIPBOARD COMPUTER SYSTEM**

Attached is the policy and procedures for the shipboard computer system. One copy of this policy must be posted in a plastic envelope near every computer system workstation onboard. Additionally, each crew member who is required to work with the ship system must read this policy. The enforcement of this policy is the responsibility of the Staff Captain. The System Manager will monitor the use of the system to verify it's use is consistent with the policy.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## **02.10 KEY SYSTEM**

Each crew member is responsible for the cabin and working area keys issued to him/her. The crew member will receive his/her cabin key upon embarking from the

[REDACTED]

[REDACTED] cards will be kept securely locked in the Crew Purser office. The Crew Purser will maintain a record of the spare cards. The same applies to the First Purser who is responsible for the equipment and spare cards for the guests' staterooms.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### **02.12 NO SMOKING POLICY**

It is strictly forbidden for all personnel, including officers, to smoke in any guest's public space. Smoking in cabins is strictly forbidden. Smoking is only permitted in the crew mess, officer's mess and crew bar.

#### **02.13 PORTHOLES**

Cabin porthole deadlights may be ordered closed as necessary. Once the deadlight is closed, it cannot be reopened without authorization of the ship's command.

#### **02.14 SOCIAL CONTACTS**

[REDACTED]

#### **02.15 TENDER BOAT**

When the ship is anchored, the ship's tenders are used to shuttle guests to shore. Aside from routine technical checks, the following points should be kept in mind:

- 1) The use of shore tenders is to be avoided as much as possible.

- 2) The tender should be checked for cleanliness and maintenance 24 hours before its use by Deck/Engine Department and it should be kept in tidy condition during the time it is in service.
- 3) The tender schedule will be arranged by the Cruise Director along with the Staff Captain. The Master and other concerned parties will be informed as well.

## **SECTION 3 SHIP'S BASIC APPEARANCE & OPERATION**

### **03.01 COSMETICS**

It is very important that the first impression guests have when arriving on board is that he/she is traveling on a functional, clean, spotless ship. The concerted efforts to achieve this target will be implemented by the Deck, Engine, and Hotel Department. Deck department, general maintenance of the outside structures (painting washing, etc), Engine dept: general maintenance of all machinery. Hotel department general interior housekeeping and provision of services to guests



### **03.03 REQUEST FOR WORK ON BOARD - HOTEL DEPARTMENT**



### **03.06 SWIMMING POOL, SPA AND WHIRLPOOL**

**SWIMMING POOL**

This is an amenity that guests enjoy, therefore it must be kept in top condition at all times. The following rules apply:

**AT SEA**

[REDACTED]

**IN PORT**

Once the pool is filled, there will be no continuous supply of seawater as the harbor waters are no longer clean. Well before approaching the harbor the system must be put in the re-circulation mode and the pool water will be run through the filters and chlorinator to ensure that it is clear and safe for swimming. For chlorination details please refer to U.S.P.H. Ops. Manual.

[REDACTED]

For port stays over 36 hours, the pool is to be drained each night, rinsed and refilled with fresh water. Once full the chlorinator pump must be turned on. When the pool is not in use, the safety net must be in place at all times.

**DUTIES:**

[REDACTED]

[REDACTED]

[REDACTED]

**WHIRLPOOLS - SPA CENTER AND ON DECK**

[REDACTED]

[Redacted text block]

**DUTIES :**

The Deck department will be responsible for filling, draining, washing, rinsing and general maintenance of the whirlpool(s) on deck and in the Spa.

[Redacted text block]

[Redacted text block]

[Redacted text block]

**03.07 USE OF FLAGS ON BOARD**

As standard procedure the flags on board will be used as follows:

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]



## **SECTION 4 SHIP'S CERTIFICATES, CLEARANCES, ETC.**

This section concerns all departments when the vessel is in port.

### **04.01 CERTIFICATES**



### **04.02 ARRIVALS / DEPARTURES**

All documents must be ready before arrival into port. The Chief Purser is responsible for this duty. In case of doubt, the Staff Captain must be informed in advance, in order to avoid unnecessary delays during clearance.

The same procedure applies to departure, the Chief Purser should inform the Staff Captain when the departure clearance is on board. Again, this will avoid any unnecessary delays. The Master and the Staff Captain should be made aware of whether all persons are on board at least 60 minutes before departure.



### **04.05 TECHNICIANS, FAMILY MEMBERS ETC., ON THE PASSENGER LIST**

The passenger list is the document used by the authorities to impose port charges. Technicians, family members, charter representatives, etc., are non-paying passengers and as such are listed on the crew list as supernumeraries.

## SECTION 5 COMMUNICATIONS

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- a) All emergency announcements will be made only from the bridge by authorization of the Master. Other communication should be channeled into the relevant areas only. No crew service paging is allowed.
- b) Guest or crew announcements will be made through the proper channels in order to avoid any unnecessary alert on board. Personnel using the system should be properly trained.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**05.10 DISTRIBUTION OF BEEPERS**

The Staff Captain, together with each Department Head, will decide the assignment of beepers to personnel, keeping in mind ship's operation requirements.

**05.11 BROADCAST ROOM**

[REDACTED]

**05.12 E-MAIL**

This modem system allows data and files to be sent at an economical cost between vessels and the office and between vessels at certain pre-determined

hours. Agents and third parties are not connected to the network. Department Heads will send their e-mail through the ship board computer network.

All outgoing messages will be reviewed by the Master. All E-Mail received on board must first be screened by the Master and then distributed. All Department Heads are to use this system with the understanding that it is not a priority system and it is not secure. Urgent communications should be made via telex, fax or phone.

[REDACTED]

[REDACTED]

## **SECTION 6 GUEST SERVICES**

The following section concerns general procedures and personnel duties when guests are on board.

### **06.01 DECK PERSONNEL ON STAND BY DURING EMBARKATION**

- Staff Captain
- Chief Security Officer, supervises all security controls
- [REDACTED]

[REDACTED]

### **06.02 HOTEL PERSONNEL ON STAND BY DURING EMBARKATION**

- Hotel Manager
- Cruise Director
- Chief Purser
- [REDACTED]

[REDACTED]

[REDACTED]

### **06.03 BAGGAGE HANDLING**

The Hotel Department will arrange delivery of luggage to/from the guest staterooms. Proper harbor regulations should be followed as reported by the local agent. [REDACTED]

[REDACTED]

## LOST & FOUND PROCEDURE

[REDACTED]

When a guest leaves personal items onboard and subsequently requests a search be made in order to locate the missing item(s), and the item(s) are found on board, the following procedure must be observed :

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

For luggage lost at disembarkation:

1. CASE C: The luggage does not show up at the hotel for a post-cruise package or at the airport for the return trip home. The ground operator must track the luggage through the transfer transportation process. NOTE: The

ground operator will be held accountable for lost or missing luggage once it has been turned over to them for transfer should it not arrive at its destination (hotel, ship or airport). Their accounts will be debited for the value (the company ultimately pays the guest) of the items lost.

[REDACTED]

[REDACTED]

[REDACTED]

#### **06.05 GUEST COMMENT CARD**

It is imperative that all the Department Heads be made aware of the results of the comment cards at the end of each cruise. All efforts should be made to collect all comments made by our guests. As an operational review, comment cards will be discussed at the weekly Master's meeting.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### **07.02 CONTROLLED MEDICATION**

The key for controlled medication cabinet in the hospital will be in the care of the Master and the Doctor.

#### **07.03 PURCHASE OF NARCOTIC SUBSTANCES**

The ship's Doctor is in charge of ordering narcotic drugs as needed.

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**07.05 DOCTOR FEES**

SEE MEDICAL MANUAL  
Crew

The crew shall not pay for consultations treatments.

Guests

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## 07.08 HANDLING OF GUEST AND CREW ACCIDENTS AND INJURIES

Accidents involving passengers and/or crew must be reported to the Safety Officer and Ship's Doctor. A full investigation should take place as soon as possible after the accident happened. Under the supervision of the Staff Captain, the 1st Officer, Chief of Security and the Doctor will be responsible for conducting the investigation and filing the reports using all resources available to them. To standardize investigation and reporting procedures, the ship shall use the following forms marked passenger or crew as appropriate:

- a. Accident Report
- b. Injured guest or crew members statement
- c. Witness statements when possible
- d. Doctor's Report
- e. Shore Physicians' Report, if necessary
- f. Letter of Indemnity (if applicable)
- g. Photos with any ship board incident

### Crew

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**07.09 GUEST CONSULTATION WITH SHORESIDE PHYSICIAN**

In the event a guest falls ill or is injured and requests or requires shoreside medical consultation, costs associated with such consultation are at the guest's expense.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**07.12 CREW MEDICAL VISITS TO SHORE DOCTORS**

As standard procedure, the crew member must first visit the ship's Doctor, and only with the Doctor's recommendation can his/her shore visit be arranged.

[REDACTED]

[REDACTED]

### 07.13 DRUG AND ALCOHOL TESTING

#### DRUG AND ALCOHOL CONTROLS AND TESTING PROCEDURES GENERAL

Many pollution and ecological disasters were due to the use of alcohol.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2. All crew members must understand that it is their duty and benefit to report immediately, to the appropriate Officer or the Master, if they suspect or have evidence that one of their fellow crew members is intoxicated;

3. Any crew member who is intoxicated while on duty is subject to immediate termination of his/her contract and furthermore, to civil penalties or imprisonment or both under the laws of certain countries;

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## REASONS FOR THESE TESTS

1. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## DISCIPLINARY ACTIONS

Whenever the Master has firm evidence that a crew member has committed a breach of this "Policy", he has the authority to take the disciplinary action he deems necessary and effective. The disciplinary action will include termination of employment and, if required, prosecution in the local courts, even if the breach of the Policy has been dealt with under the vessel's disciplinary procedure.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## ALCOHOL TESTING

An alcohol test permits determination of whether or not the blood alcohol concentration exceeds a legally defined limit. Conclusions as to the alcohol content of the blood can be drawn from the alcohol content of a breath sample. There are certain steps to follow when conducting an alcohol test:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- 5. The Doctor signs the Collector Certification section of the Chain of Custody Form indicating that she/he received the specimen from the crew member by signing and printing her/his name, rank and date; and provides any collection information requested; sample information, test panel used, test results if positive.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## **SECTION 8 SAFETY**

The Safety organization is the direct responsibility of the Master. He ensures that crew members are adequately trained and are prepared to react appropriately in any emergency situation.

### **08.01 GENERAL INSTRUCTIONS FOR SAFETY**

Before entering into the details of each part, please keep in mind that prevention and professionalism play a vital part in all distress conditions.

[REDACTED]

[REDACTED]

- Always work in a safe way
- To know the importance of avoiding any pollution at sea
- To know the importance of emergency instructions
- To participate in all safety drills and training sessions
- To keep all safety gear in a perfect state of maintenance

### **08.02 GUESTS' LIFEBOAT DRILL AND PROCEDURES**

According to SOLAS regulations, the lifeboat drill should be carried out within 24 hours after departure from the embarkation port. If, for any reason, the drill cannot take place as above, the Master will determine the most appropriate time for the drill. For cruises of more than two weeks duration, the drill will be repeated.

#### Passengers

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

All Boat Commanders shall report to the Bridge once the roll call has taken place. Any passenger missing from the drill must be properly notified in writing the location of their life boat station, life jackets and evacuation plan as well as the actions they need to take in an emergency.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Sequence of the Drill:

- 15 minutes notice to guests (Cruise Director).

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**Emergency Procedures**

Anyone discovering a fire or similar serious threat to the safety of the ship shall immediately notify the Bridge by the quickest means available. Pushing the alarm button nearest the source will pinpoint its position on the Bridge Safety Control Panel.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

EMERGENCY SIGNALS:

GENERAL AMERGENCY

7 SHORT BLAST OF SHIP'S WHISTLE, FOLLOWED BY A LONG BLAST (SAME WITH ALARM BELLS)

ABANDON SHIP

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## 08.06 MAIN FIREFIGHTING EQUIPMENT

### CO2 System

This is used for protection in the engine room, machinery spaces, ECR and main switchboard room, generator room, incinerator room and garbage room, and it consists of a battery of inert gas cylinders to be released in the above mentioned locations to suffocate the fire. The gas should not be inhaled and is dangerous in a confined space, therefore, it is imperative to evacuate all personnel the areas from before releasing the gas.

[REDACTED]

### Sprinkler System

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

Low Expansion Fixed Foam Extinguishing System

[Redacted]

[Redacted]

Portable Extinguishers

[Redacted]

Water

[Redacted]

Fire Doors - Zones

[Redacted]

**08.07 VESSEL CASUALTIES - GENERAL GUIDELINES**

Main Casualties:

- Collision
- Man Overboard
- Grounding
- Fire/Explosion
- Machinery damage
- Heavy weather damage
- Serious injuries
- Pollution

Some of the above mentioned casualties could require guests and crew to abandon the ship. The Master will remember to pick up all important certificates and documents along with important records (computer printouts of the engine movements, SMS, logbooks etc) before leaving the ship.

**08.08 SAFETY MEASURES IN CASE OF DAMAGE TO THE VESSEL**

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**08.14 OPERATIONAL SAFETY CHECKLIST**

TheXY (country) Administration introduced an Operational / Safety Check list which will ensure compliance with the 1974 SOLAS regarding the condition of all safety equipmen on board.

[REDACTED]

[REDACTED]

[REDACTED]

**08.15 SUPERNUMERARY SAILING - OCCUPYING HOSPITAL OR CREW CABIN**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## **SECTION 9 SANITATION AND ENVIRONMENTAL PROTECTION**

This section includes all the subjects related to U.S.P.H., waste treatment, pollution prevention etc.

### **09.01 UNITED STATES PUBLIC HEALTH (U.S.P.H.) INSPECTIONS**

The shipboard sanitation of all company vessels will be in accordance with the guidelines of following manuals:

- World Health Organization (WHO):

Guide to ship's sanitation  
Center for Disease Control (CDC) / U.S.P.H.: Vessel sanitation program operations

#### **U.S.P.H. Inspections:**

U.S.P.H. inspectors may board any ship in any U.S. port. However, those ships which do not call in any U.S. ports, must maintain sanitation standards in accordance with U.S.P.H. requirements.

Type of inspections:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### 09.03 TRAINING OF CREW

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### 09.05 WASTE TREATMENT

All refuse handling should follow the the companies Waste Management Plan as per the requirements of MARPOL and its amendments. The following guidelines should be followed:

Plastic: to be shredded and landed at next favorable port.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## 09.07 GARBAGE REMOVAL WHILE IN PORT

[REDACTED]

[REDACTED]

[REDACTED]

service.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## SECTION 10 SECURITY

Security on board the ship is a vital concern. The company's ships could be a possible target for terrorists' actions and/or illegal drug/substance and arms traffic. Every effort should be made by the ship's command to minimize this risk.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Gangway**

The Chief Security Officer is responsible for security at the gangways and always reports to the Staff Captain.

[REDACTED]

**Under no circumstances will any of the gangways remain unguarded.**

[REDACTED]

**Access Control / ID Cards**

Upon check in guests will show a picture ID and receive their "Great Times Card" which serves as an ID card and stateroom key aboard the ship. Ship's personnel should be instructed to remind the guests to carry their ID / Key card at all times.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

**Security Plan**

All vessels have a security plan. Its instructions should be understood and discussed during the security meeting.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

### 10.06 VISITORS

In principle no visitors are allowed on board. Special permission may be granted only by the office or by the Master. The company will advise the vessel in advance and provide the visitors with a pass. The Security Officer has the right to search the visitors before they board the ship, and he/she will also record the personal data in the visitor logbook. While on board, all visitors must be escorted by the vessel's personnel. A "Visitors Pass" will be given to the visitors who will be requested to display it prominently during their visit on board, in exchange for a photo ID card from the visitor upon boarding. The visitor will return the Visitors Pass to the Security Officer and their ID will be returned to them prior to leaving the ship.

### 10.07 TENDER SECURITY

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

1

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**SECTION 11 CREW POLICY & PROCEDURES**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Procedures**

1. The person in charge of filling-out the applications immediately upon embarkation is the Purser.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**"Seafarer's Identification and Record Books"**

Each person employed on board our (country) vessels must apply for and be in possession of a valid official Seafarer's Identification and Record Book issued by the Administration.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**11.03 BAR**

There will be a crew bar for the exclusive use of the shipboard personnel. All purchases and transactions at the crew bar will be carried out in cash. Personnel will strictly follow the rules and policies set for the use of the crew bar by the ship's management.

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**11.06 CABINS**

All cabins should always be locked and must be kept to the highest standard of cleanliness and order. Periodical inspections will ensure that this standard is maintained .

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

## 11.09 DISCIPLINE AND PERFORMANCE

### Policy

Discipline issues relate to crew members' ability and willingness to follow stated rules and regulations, while performance issues relate directly to crew members' ability and willingness to accomplish their assigned duties.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## 11.12 EATING ASHORE

Many diseases are more easily prevented than cured.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### 11.14 EMBARK /DEBARK FORMS

##### Policy

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

## 11.15 EXPENSE REPORT

### Policy

[Redacted]

### Procedure

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



## 11.21 LOCAL AUTHORITIES

All personnel should observe good behavior if in contact with local authorities. The ship's personnel are responsible for acquainting themselves with local customs regulations in each port.

## 11.22 MAIL

### Policy

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## 11.23 MARINE CERTIFICATES

### Policy

The company requires the following certificates for all embarking marine officers:

[REDACTED]

### Chief Engineers and Engine Officers

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### 11.24 MESS ROOM

Meal hours as posted should be strictly observed. Department Heads should arrange the optimal times for their personnel to eat in order to avoid unnecessary overcrowding of the mess room. Smoking is allowed in the mess room. No bare feet are allowed and proper uniform code must be maintained at all times. No food should be taken away from the mess room: this will avoid the spreading of roaches, etc.

#### 11.25 MISS THE SHIP

If a crew member fails to rejoin the ship, the following steps shall be followed: inform the port agent, give them the crew member's passport, inform the office, make an inventory of crew property and pack it ready for mailing, and check his/her wage pending status. **Missing the ship is cause for dismissal.** [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**11.29 ON BOARD ACCOUNTS - FOR SHIP'S PERSONNEL**

Only personnel enlisted in privilege packages 1, 2 or 3 will be provided with an on board account. On board accounts are a privilege and must not be abused. Improper use of this privilege will result in disciplinary action, including, but not limited to, revocation of the privilege.

**11.30 OVERTIME**

[REDACTED]

[REDACTED]

**11.31 PAYROLL / WAGES**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

8. Bank Allotment Change Form

The crew members are entitled to change their bank allotment one time during each rotation. To change the bank, bank account, or dollar amount of bank allotment, the employee must complete this form. Once completed, the form should be faxed (along with a copy of a voided check) to Accounting. The information on this form is used to update the Crew Payroll Spreadsheet.

9. Employee Personnel Action Form

This form should be completed whenever a crew member:

- a. is promoted or demoted and remains on the ship
- b. is transferred to a new job (i.e. not a promotion or demotion) and remains on the ship
- c. disembarks the ship for any reason

Once completed, the form should be faxed to Fleet Personnel.

The information on this form is used to update the Crew Payroll Spreadsheet.

8. Crew Payroll Spreadsheet

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

For purposes of the following discussion a pay period is defined as the period from the 1<sup>st</sup> to the 15<sup>th</sup> of each month, or the 16<sup>th</sup> to the last day of each month.

### Input Documentation

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Standard Deductions - all calculated except bank allotment which is based on the bank allotment requested on the **EMPLOYEE EMBARKATION FORM** or **BANK ALLOTMENT CHANGE FORM**.

[REDACTED]



**Crew Disembarkation**

When a crew member disembarks, complete all section of the crew payroll spreadsheet for that crew member (remember to input a sign-off date in the fifth column). Crew members have the option of receiving a bank draft when they disembark or can continue to keep their pay on account with the company in which case a wire transfer will be issued to the crew member's home bank (to the account specified on their **EMPLOYEE EMBARKATION FORM** or **BANK ALLOTMENT CHANGE FORM**).



**Bank Allotment** - based on the figures you input in the crew payroll spreadsheet. The company accounting will wire-transfer such funds to the crew member's bank account following the end of each month.

**Cash Advance 15<sup>th</sup>** -

**Cash Advance End of Month** - Cash you distribute on the last day of each month. As with the amount distributed on the 15<sup>th</sup>, the total amount you distributi (per the spreadsheet) must tie into the crew payroll spreadsheet and the cash log you provide to accounting each month. All Cash advances must be in Dollars.

**Onboard Check** - all funds that the crew member is entitled to that is not taken

**11.32 PERFORMANCE EVALUATION**

## Policy

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

D. Safety Knowledge: Describes the crew member's degree of knowledge of safety issues and procedures on board. (Does the crew member possess sufficient safety knowledge required of a seaman?)

E. Judgement/Problem Solving: Describes the crew member's ability to use sound reason, and seek advice where appropriate, in making decisions and solving problems. (Is the crew member logical in his or her thought process? Does he or know when to consult management in decision making?)

F. Behavior/Guests: Describes the crew member's behavior with, and in the presence of, guests. (Is the crew member polite, courteous and accommodating?)

[Redacted]

[Redacted]

\*For any particular category (A through I) where the crew member receives rating of less than "5", the rating **must** contain a written explanation and/or a copy of the **Warning Notice** must be attached.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### 11.35 PROMOTION OF PERSONNEL

The companies Cruise Operations or Fleet Personnel will make the final decision for promoting personnel (after Department Heads proposals). The following points shall be taken in consideration:

[REDACTED]

■

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

All recruiting of personnel will be handled by the Headoffice.

**11.37 REGULATIONS**

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

### 11.39 ROTATION REQUESTS

#### Policy

The company policy regarding rotations is to schedule rotations in the most reasonable cost-effective manner possible. As such, no special arrangements will be made for special requests, such as the desire to sail with a particular person or on a particular vessel. **Even if crew members are willing to bear the expense of the travel costs, the company will not permit transfer rotations for the sole purpose of granting personal requests.** These types of transfers are often disruptive to ship and shore side operations.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**The following policies must be followed at all times:**

- 1. No one is allowed to enter a guest stateroom at anytime. The only exceptions are the stewardess, housekeeper and the ship's doctor while performing their duties.
- 2. Stewardess or housekeepers performing required service will leave the stateroom door open at all times while in the stateroom.
- 3. If invited into a stateroom for social reasons, decline the invitation or suggest a more public meeting place as an alternate.
- 4. Unless permission is obtained from the Master as mentioned earlier, no crew member is allowed to enter a guest stateroom.

Service calls to a stateroom which require labor from a carpenter, repairman and/or electrician are to be handled as follows:

**A stewardess or housekeeper accompanies the repairman and knocks on the**

stateroom door. If the guest is in the room, she explains the reason for the service call and she assists while the repair is taking place. If the service time is expected to be lengthy, politely ask the guest to leave the room, if possible; if not, the service needs to be arranged for some other time at the convenience of the guests. Under no circumstances shall a repairman perform his duties while the guest(s) remain in the stateroom.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**11.43 SIGNING OFF PROCEDURE**

The sign off date will be indicated on the crew list: the Crew Purser will check periodically with the Department Head. The Department Head will request confirmation of rotation schedules from company Fleet Personnel no less than four weeks in advance. Crew members employed by a Concessionaire will make the necessary arrangements for pay and repatriation with his/her Employer.

**11.44 SIGN-OFF REASONS**

The following are the typical reasons for sign-off:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

It is strictly forbidden for all personnel, including officers, to smoke in any area except as mentioned here. Smoking in cabins is strictly forbidden. Smoking is only permitted in the crew mess, officer's mess and crew bar,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

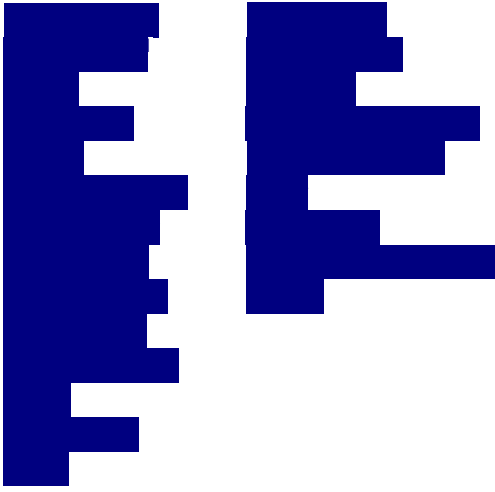
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]





I





### **12.03 LOADING OF SPARES, STORES AND PROVISIONS**

Loading of spares, stores and provisions is to take place according to the following procedure:

1. At least one representative of the concerned department is to be present on the pier with a copy of the ship's requisition and Purchase Order.
2. The goods are landed by the vendor / supplier / freight forwarder on the pier in good order to allow for inspection to ascertain quality, quantity, and absence from damage caused by transportation. Crates and boxes must be opened at random if time does not allow for complete and thorough inspection of every item.
3. The delivery note must correspond to the Purchase Order. Any difference / deviation from the ship's requisition and / or company's order must be noted on the delivery note and the receiving copy of the Purchase Order.
4. After the inspection is completed, the goods can be loaded on board the ship and the delivery notes can be signed.
5. Deliveries of refrigerated stores must be complete with the chart records of the temperatures throughout the shipment. Temperature charts must be attached to the delivery receipt.
6. Perishable goods are to be inspected and loaded in stages to maintain temperature control.
7. Goods are not considered to be purchased unless the ship has received the items in good condition.
8. Discrepancies and appropriate storing reports are to be filed immediately with the Corporate office.
9. The Officer who signs for the goods received should add his/her full name and rank under their signature.

Under no circumstances can the loading take place without prior inspection on land. Under no circumstances can the loading take place directly from a vehicle backed into the ship's side door.



[REDACTED]

Please read and carefully follow the instructions listed at the bottom of the form. It is most important that a photocopy of the form, duly completed and signed by all parties, is attached to each disembarked item so that in the future it can be identified to which ship the part belongs.

**12.05 STANDARD FILES IN MASTER'S OFFICE**

- a) Mail in / in separate binders (Tech, Purchasing, Marine Ops)
- b) Mail out / in separate binders (same as above)
- c) Ship's certificates
- d) Accident Reports
- e) Dry Dock file
- f) Evaluations report

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## 12.19 IMMIGRATION

It is the duty of the Chief Purser to obtain information concerning local immigration regulations and to prepare adequate documentation to comply with those regulations.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]