

Prepared by	Approved by	DPA Approved by	Original file	Last revision	Revision No.	Total pages	Page No
Marco Maresca Tim Skinner	Ship Agent Maurizio Del Santo	Managing Director	December 18, 2000	May 31, 2013	28	29 <i>Inc. receipt</i>	1

**Note to manning agents:**

Ensure that every embarking Crewmember receives a copy of this Guide and signs this front page. Retain this front page as evidence that the embarking Crewmember has received his/her copy of the Guide.

# Crew Embarkation Guide

***Cruise Fleet***  
**2013-2014**

The Crew Regulations are on  
Page 21 & 22 of this manual.



***THIS IS THE OFFICIAL RECEIPT FOR YOUR EMBARKATION GUIDE***

*When you sign this page, it means you understand and accept the Conditions in this booklet. It also means you understand and accept the Rules and Regulations described in the Captain's Crew Regulations (Page 20 & 21). It also means you understand and accept the specific rules relating to Sexual Harassment (Page 18) and that you agree with the Company's principles that prohibit Intimidation, discrimination, sexual harassment, bullying, threat or victimization)*

***You MUST receive and understand this embarkation Guide before you sign your contract.***

***Sign & give this front page to your Manning Agency***

***You must keep the information guide on board.***

**NAME**  **DoB** .

**SHIP**  **POSITION** .

**SIGNED & AGREED BY CANDIDATE**

**SIGNED BY MANNING AGENCY**

\_\_\_\_\_ Date \_\_\_\_\_ Date \_\_\_\_\_

**MSC CREW DEPARTMENT**  
 Piano di Sorrento – Napoli – Italy

## 35.02.00 – CREW EMBARKATION GUIDE 2013-2014

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# Crew Embarkation Guide

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*Rules, regulations & statutory instructions in this Information booklet conform to the protocols and requirements of the Maritime Labor Convention, 2006 (MLC-2006) and the International Transport Federation (ITF)*

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# Crew Embarkation Guide

## For the MSC Cruise Fleet 2013

*Welcome to the family of MSC Crew!*

*It's a pleasure for me to welcome you (or to welcome you back) to our big family of MSC Crew! Because you are holding a copy of this Guide, it means you have been selected due to your special talents, your personality and your ability. You're joining a great Company with a proud history and a bright future, and I hope to see your name on a promotion list in the not-too-distant future. Our target is to provide the safest, most enjoyable holiday for all our Guests, and to do that, I want you to be safe, healthy, and always in great spirits. I sincerely hope you enjoy your life with MSC Cruises, as you move through your career path to success.*

*We always thank our Guests for choosing to cruise with MSC, but I must also thank you for joining our big (and growing) family of the best Crewmembers in the business.*

*Safe, healthy and happy cruising*

*Marco Maresca*

**Crew Manager**

This is **your personal copy** of the Embarkation Guide. It is important that you **sign the receipt** on the first page and hand it to your Agent. Then keep the rest of the guide on board in your cabin or somewhere safe so you can refer to it. Read it carefully. Its information should help you settle in, and understand the most important aspects of your life on board.

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### ESSENTIAL INFORMATION

For

**ALL CREWMEMBERS EMPLOYED UNDER THE CONDITIONS OF AN ITF\* CONTRACT**

## MSC CRUISE FLEET

MSC Armonia – MSC Sinfonia – MSC Lirica – MSC Opera – MSC Musica  
MSC Orchestra – MSC Poesia – MSC Fantasia – MSC Splendida – MSC Magnifica – MSC Divina – MSC Preziosa

### Departments covered by this Guidebook

Administration & Finance	Hotel Management
Bar Department	Housekeeping personnel
Butlers	Information Technology personnel
Childcare team	Integrated Pest Management personnel
Concierge	Laundry & Valet team
Cooks & all Food Handlers	Management and Command
Crew Agency Network	Medical personnel
Crew Area personnel	Provisions & Stores
Deck Departments	Reception, Guest Services & Bellboys
Ecologic team (Waste Management)	Revenue area personnel
Engine & Technical Departments	Room Service
Entertainment Department	Shoreside Management
Restaurants, Buffet	Spa, Massage & Hairdressing team
Galley Stewards & Utilities	Sports & Physical Fitness instructors

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## THE MSC MAGIC

**MSC is a great family company and we believe that our Crew and every member of our company is part of our 'family'. We are different from other Cruise companies because we are independent, we are strong, and we have outstanding Crew.**

- You are an ambassador of MSC. Wherever you go, whatever you do, you represent our great company. Your smile, your politeness, your service and your spirit – that makes you (and us) special.
- The Ship you work on is **'your Ship'**. Look at it when it is in port. It is your home. It is special. It has a heart, and you help to make it special.
- Make our Guests love you and love our Ship. Be the first one to make eye contact and smile. Say 'good morning' sincerely. Don't let your Guests say hello first. Remember their names. Treat them as your honoured guest and your friend. They chose MSC, and we are honoured that they did this. Help make them decide to come back for their next holiday.
- Be positive, friendly, warm, and full of the joy of life. Follow our SMILE principle. Remember this is a journey of enjoyment for our Guests – they paid to make their dream come true. You are part of that dream – now let's keep the dream alive!

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## Welcome to the World's greatest Holiday Industry!

**W**elcome to the MSC family of Crew. You have embarked on a special Ship and into a special career of high quality service.

You are the important human factor in our operation that connects the company's experience and dedication to the most professional delivery of our product – a safe, enjoyable holiday for our Guests. We are in the business of providing their 'dream cruise'. You can help make that dream come true.

Use this booklet as your guide. It offers advice and information to help you professionally, and to settle in and understand your new home.

### 1. Before you leave Home

#### 1.1 Getting the job

In most cases, you will have been recruited by one of our Recruitment and Placement Service Agents (we call them Crew Agencies). MSC has nearly 30 official Crew agencies around the world.

The job of these Agencies is to find the best possible people from their countries to work on board the Ships of MSC.

Our agents will always give the first preference to existing Crew who are at home on holidays, and then to applicants who are well trained in Safety and a clear skill for their future position.

They must be healthy, with excellent language skills (a high level of English is mandatory) outstanding personality, and generally in good physical condition. You will need several important documents, but in most cases, your Agent will be able to do this for you.

#### 1.2 What you'll have to pay for:

- All professional training courses provided by a certified Academy or by your Manning Agency (if your Manning Agent is certified and equipped to provide comprehensive training). The charges of training courses may vary from country to country, but they must cover all aspects of pre-embarkation preparation, and made available to you before you commence the courses.
- Refresher professional training courses where the Company has advised your Agent that those new procedures require some specific re-training.

#### What you'll have to pay for (continued)

- Your passport
- A National Seaman's Book
- A Panama Seaman's Book
- A comprehensive Medical Examination that meets the requirements of the Company. *(For Brazilian Crewmembers, please refer to the T.A.C. and Brazilian forms that your Manning Agent will provide for you with this Information booklet)*
- A valid certificate to show you have passed a course in Basic Safety Training, STCW, Crowd & Crisis Management and other Watchkeeping courses.

#### 1.3 What you must **NOT** pay for:

- Apart from training costs and valid direct expenses for documents etc (as described above), any additional payment to your Agent or other person to embark.
- Any payment, gift or favor to any person on board for any reason (to be re-hired, to be promoted, to move to another department etc.)

You must know that it is illegal to 'pay for a job', (or for your Agent or any person on board to accept money from you). Your career and your work performance will always be followed by the MSC Crew Department, and promotions will be based on fair and clear evaluations of your performance.

If you are placed in a position where your Agent or any person on board is asking for money, favors or gifts from you, you should report this by sending an email message to the Crew Manager at the following address:

[msccrewcomplain@mscorrento.com](mailto:msccrewcomplain@mscorrento.com)

#### 1.4 The Maritime Labour Convention

Your contract with MSC has been prepared to fully meet the requirements of the Maritime Labour Convention (The international protocol that protects the rights of Seafarers). These important rules are detailed in Regulation 2.1 in Part 1 of the Declaration of Maritime Labour Compliance. The regulations are displayed by your Manning Agent, and you should take the time to read them carefully. You will also find a copy displayed on every MSC Cruise ship.

#### 1.5 Your Manning Agent

Your Manning agent must be licensed and competent to function as a legitimate recruitment agent for MSC. He must be qualified and certified to provide training. He must provide detailed receipts for any payments he is authorized by MSC to make.



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## 2. Documents you'll need

### 2.0 Your Guarantee Letter

As soon as you are confirmed for a job with MSC, the Crew Department will send your Agent a Letter of Guarantee. When you get this letter, make a copy and don't lose it.

### 2.1 Your Contract

When your position is confirmed by the Company, your Manning Agent must present your contract to you.

This contract must clearly indicate your Payment structure and (for positions involved) the structure of Service Charges and Commissions. You must read and understand everything in your Contract before you sign it. You (and the company) must keep an original signed contract (employment agreement)

### 2.2 Your Passport & Seaman's Book.

You will need a passport that's valid for at least one year from the date you get on board, and no less than 6 months after the end of your contract. If the passport has less than a year's validity, you won't be allowed on board.

### 2.3 Panama Seaman's Book

You will need a Panama Seaman's Book that will be provided either by your Agent, or directly on board. You will have to pay for your Passport, the Panama Seaman's book, and if required, a national Seaman's book from your home country.

### 2.4 Visas

In nearly all cases, you will need a visa to join the Ship, and to work on the Ship in other countries. In Europe, this will involve a Schengen visa, and for Ships in the USA, you will need a C1/D Visa.

It is important for you to know that MSC covers the cost of ALL visas – but due to bureaucratic difficulties in some countries, you may be requested to pay the Visa costs. In this case, the costs will be automatically refunded into your onboard account.

Make sure you **get a receipt** for your visa to give to the Crew Purser. This refund is paid in full progressively, and will appear on your account statement.

### 2.5 Basic Safety Training

Every person who works on MSC Ships must receive Basic Safety Training before they embark. The Company will not be able to accept anyone who has not passed this important course.

This training must include STCW, Crowd & Crisis Management, Swimming, Rowing & Staying afloat. It must be completed in your home country, and usually takes up to 5 days.

In some countries it may take longer because of travelling time to and from the training area. If you are successful at the end of the training, you will receive a certificate.

This certificate will be held by the Crew Purser until you disembark. You will have to pay for this important training course. Your Manning Agent will help you find a Certified Training Centre.

### 2.6 Medical Examinations & Certificate

Before you leave home for the Ship, you must pass a comprehensive and authorized medical examination by an authorized medical practitioner.

This practitioner (doctor) must meet the requirements of the International Convention on Standards of Training Certification and Watchkeeping for Seafarers (amended in 1978).

This certificate must be in English. It must be valid for no more than two (2) years, but in some cases, MSC may require a medical examination every time you embark.

If the certificate expires while you are on board, it will remain in force until the next port where it can be renewed by a qualified doctor (provided the period of expiry is no more than 3 months)

The certificate must state that you are healthy to work on board. It must include a certificate for your Color Vision (this certificate must be valid for a maximum of six (6) years.

To be acceptable, the certificate must state that you have no medical condition that could get worse or affect you in any negative way by working at sea – and that your condition will not endanger the health of anyone else on board.

Your Medical Examination certificate (and any other medical documents) will be held by the Ship's Doctor and treated in confidence. It will be returned to you when you disembark.

The cost of these examinations is your responsibility, and varies from country to country. You may arrange the certificate yourself, or your Agent may do it for you.

**Brazilian Crewmembers** must refer to the T.A.C. and the Brazilian forms that your Manning Agent will provide for you together with this Guide.

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## 2.7 Specific Training (Certificates and licenses)

Some positions on board require specific training to acquire licenses or certificates. Generally, this involves people selected as Deck and Engine officers assigned to technical jobs on board, but it may also be a requirement for some Hotel positions. Your Agent will advise you about these documents (if needed).

You should present these certificates and licenses to the Crew Purser on the day you embark. We suggest that you photocopy these documents for your own records. If you do need specific additional training before you embark, you are responsible for the cost of that training.

## 2.8 Other documents you'll need

- A current certificate to show you are competent in Swimming and Rowing (if this is not included in your Basic Safety Training certificate)
- A current clearance from police, to indicate you have no legal action or prosecutions pending, and that you have no criminal record. (This information is for your agent)
- A current and authorized certificate or statement that you have successfully passed a drug and doping test, to show you do not use drugs. (See 'Drug and Alcohol Policy' on Page 17.)
- References to show that you have skills for your intended position. All references may be checked.

## Other documents you'll need (continued)

- If you have been at sea before, a document of your previous embarkation (e.g. – a sign-off letter or stamp from your most recent embarkations)

## 2.9 Are you old enough?

Nobody under the age of 18 years will be employed in any capacity on an MSC Cruise ship.

You must produce a valid document to your Manning Agent when you start your training. It is wise to bring a copy of your Birth Certificate with you when you travel and when you embark.

A copy of all these certificates and documents must be provided to MSC (or your Agent) before you join the Ship and the original document must be presented to the Crew Purser with your passport on the day that you sign on.

## 3. Travelling to the Ship

### 3.1 Your ticket

It can be complicated for the first time, but eventually, you'll travel like a professional.

### Your Ticket (continued)

MSC will pay for your ticket (to and from the Ship from your home airport), and your Agent will make the arrangements to get you to the airport in your home country in plenty of time to check-in and complete any formalities.

*In case you disembark at your own request (or for disciplinary reasons) before the end of your contract, MSC will provide the ticket, but the cost will be deducted from your salary.*

However, for other valid reasons (injury, illness contracted on board etc.), MSC will provide transport and pay all costs associated with disembarkation.

### 3.2 Packing your bags

There is not much space in your cabin for storage, so take only what is really necessary. The Company will issue your working uniforms, so you really need to take only private clothes and items you will need while you are on board.

Make sure you check on the weather in the area the Ship is cruising. If you're going to work in the northern European winter, you will need very warm clothes when you go outside. A scarf, a pair of warm gloves and good shoes should be on your list.

You can take any private medicine that you may be using for minor illnesses (colds etc), but be sure to carry the original doctor's prescription in case the Ship needs to inspect the medicine.

### 3.3 Money you'll need

Be prepared for surprises. It's a good idea to take some cash (or major credit cards) to cover any personal expenses during the trip to the Ship, and to keep you in cash until your first pay day. We suggest you carry about €300 (or around \$400).

### 3.4 Luggage restrictions

When we book your travel, you will fly with what's called a 'Seaman's Ticket', usually allowing you 40kg of baggage without additional charge. However, some small airports may refuse the 40 kg allowance, limiting your 'free' allowance to 23 kilos.

If this happens, the Crew department will refund any extra cost you had to pay – but only when you send receipts that state clearly why there was an extra charge.

**BUT** - if you carry more than 40kg, you will usually have to pay (and it's not cheap).

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### ***Luggage restrictions (cont)***

Weigh your baggage before you leave home. (Most airlines will only let you take one piece of hand baggage inside the plane, so it's wise to use a soft collapsible bag for this purpose). Make sure you tag and mark every piece of baggage you intend to take with you.

## **4. Arriving at your destination**

### ***4.1 Immigration & Customs at the airport***

Stay in your group and follow the directional signs. You will have to pass the immigration check where your passport and other papers will be checked. In the USA, this can take a long time, so be patient.

After you get your immigration clearance, you will have to collect your baggage and complete Customs formalities before you're ready to be transferred to the Ship.

### ***4.2 Getting to the Ship***

Depending on flight arrangements, you may arrive at your destination the day before the Ship arrives. If this happens, MSC will have arranged an overnight stay in a hotel not too far from the Ship.

The MSC Agent will meet you at the airport and take you to the Hotel, check you in, and give you instructions about meals and meeting the next morning to go to the Ship.

## **5. Arrival at the Ship**

### ***5.1 Signing on***

The MSC Agent will guide you through any embarkation formalities in the port and get you to the gangway where you will go on board. Generally, the Crew Purser, the Training Manager or the Chief Crew Steward will meet you and take you on board.

The Ship's Security Officers will need to x-ray your baggage and check your documents. You will then be taken to a waiting area where you will meet your supervisor.

The Crew Purser will then tell you about the 'Signing-On' process, your cabin assignment, how to get your uniform, name-badge and MSC Crew identification card.

It is here that you must 'sign-on' the Ship's Articles. You are then bound by Maritime Law and the Crew Regulations established by MSC and enforced by the Ship's Captain, and the administration represented by the flag of the Ship.

### ***Signing On (continued)***

If you've arrived after a long journey, the Ship will provide something to eat and drink while you wait to be assigned to your cabin.

### ***5.2 The 'Buddy' System***

MSC uses a 'buddy' system to help you settle in to your new environment. Buddies are Crewmembers who know the Ship *and your job* so well that they will show you the best way to do your job and how to understand the workings of the Ship.

Buddies are more than 'personal trainers', they are companions and confidants. They will show you the way of life on board, where to find places like the messrooms, the laundry, and the Crew recreation areas etc.

They will help get over that 'lost' feeling that often comes with the first few days of being on board. They will help explain the Rules and Regulations, punctuality, and the importance of the MSC way of doing things (our SMILE factor etc.). You will generally have the support of your Buddy for about two weeks.

### ***5.3 Cabin Assignment***

Soon after you arrive on board, you will be assigned to a cabin. It is important to respect your cabin mates and to be personally neat and well organized.

You must use the cabin assigned to you. If there is anything wrong with the cabin, or if something is missing, (or if you have a good reason to change to another cabin), you must tell the Chief Crew Steward.

### ***5.4 Your Cabin Key***

On Armonia, Sinfonia, Lirica and Opera, you will be given a metal cabin door-key. On all other ships, you will be issued with a plastic electro-magnetic keycard.

You will have to sign for this key or keycard, and to return it to the Chief Crew Steward when you disembark. (Don't lose the key – there is a US\$5.00 fee for a replacement) On all other Ships, your ID card is also your cabin key.

### ***5.5 Cabin Regulations***

Cabin rules exist for your safety and comfort.

- *MSC does not accept responsibility for any money or personal items left in your cabin.*
- *No food of any kind is permitted to be carried to, stored in or eaten in cabins UNLESS these are items like noodles, cookies, chocolates etc, in which case they must be stored in SEALED CONTAINERS and clearly labelled.*

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### **Cabin Regulations (continued)**

- *Smoking is not permitted in any Staff or Crew cabins or in the corridors near any cabins or near gangways. On some Ships, smoking is permitted in a designated part of the Crew bar, Crew disco or in areas specifically designated 'Smoking' areas.*
- *Interfering with smoke detectors or emergency speaker systems is forbidden.*
- *No extra installations to existing electrical lines are allowed.*
- *You may not have irons, coffee-makers, or any heating appliance in your cabin.*
- *If you see any insects of any kind in your cabin, report this to the Chief Crew Steward or the Pest Controller.*
- *You may not have alcohol in your cabin. Bottled water, juices (sealed) and soft drinks are permitted.*
- *You must make your bed, clean your cabin (and cabin bathroom) every day, and change your linen on specified days.*

## **6. Settling in – Learning the Ropes**

### **6.1 Crew Cabin Inspections**

Your cabins may be inspected by a team of officers whose job it is to make sure that your accommodation is safe, clean and hygienic.

Even if this is only a visual inspection, you need to be in the cabin. The Chief Crew Steward will let you know if and when your cabin is to be inspected.

Sometimes, the Staff Captain may request a deep inspection, and this could require you to open your drawers, cupboards etc.

### **Crew Cabin Inspections (continued)**

These inspections are all made to comply with the Maritime Labour Convention and held under the responsibility of the Staff Captain.

- *Where the cabins of female Crewmembers are to be inspected, a female senior Crewmember will take part in the inspection.*
- *If there are technical problems with your cabin (lights that don't work, air conditioning or TV problems, plumbing that leaks, anything broken etc.) report this immediately to the Chief Crew Steward*

### **6.2 The MSC Crew ID card**

This card is issued to you by the Crew Purser. It has your photograph, your name, and date of birth, nationality, passport number and Crew number. The card is issued to you free, but if you lose it, you must report the loss immediately to the Crew Purser. A new card costs US\$5.00

### **The MSC Crew Card (Continued)**

If you want to use the card for onboard purchases, you must 'pre-charge' the card with cash at the Crew Office, and pay your accounts in cash on the day specified each month.

Every time you go ashore and return to the Ship, the card will be 'swiped' by Security Officers at the gangway. You must also use the card for all your purchases on board (Crew bar, Crew Disco, shops etc.)

### **6.3 Your Name-Badge**

Soon after you embark, you will be given a badge with your name. It is a safety requirement that you wear this name-badge at all times on and off duty and on all uniforms and private clothes while you are on board. ***You are not required to wear the name-badge when you go ashore off duty, and we recommend that unless specific countries insist that you do, you keep your name-badge safely in your cabin while you are ashore.***

The badge shows your name, your department and your country of nationality. The first badge is free, but if you lose it, you will have to pay US\$5.00 for the replacement. If you have a long name that may be difficult to pronounce, we will ask you to give us a shorter name that still positively identifies you. You must sign a receipt book for this badge, and when you disembark the badge is to be returned for recycling.

### **6.4 Your safety booklet & Safety briefing**

The Safety Officer will give you a **personal safety booklet** when you embark, and will arrange a briefing as soon as possible after you embark to ensure that you have a clear understanding about safety (in the English language).

Make sure you receive, read and understand this important book. Carry this book with you always. Your Basic Safety Training and examinations at your Manning Agency will help you prepare for this. The embarkation Safety briefing will help you understand the emergency signals, procedures, and your specific duties in case of an emergency.

### **6.5 The Official Language on board**

The official working and safety language on all MSC Cruise Ships is **English**. It is also the language used by Safety authorities in all countries, and for training all sanitation procedures in all countries.

All safety, emergency and information signs and notices for Crew are only in English. It's the only official language on board). If you do not speak English, we can not consider you for a position with MSC.

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### ***The Official Language on board (continued)***

The Coast Guard in some countries may visit the Ship and ask you questions about safety. You must be able to answer everything (in English) about your Safety responsibilities.

### ***6.6 Training on board***

Soon after you embark, the Training & Development Manager will meet you and advise you about the training meetings you must attend. The Training Manager supervises all training.

Training is an important part of life for all Crew, as it keeps everyone informed about changes to procedures, and always ready to respond to situations that can arise on board (Personal and Guest safety, Food Safety, new equipment etc).

Training may also involve examinations, and a chance for successful Crew to be considered for promotions. All training is recorded, and you will receive a certificate of achievement for any formal training programs.

### ***6.7 Probation period – your deadline to succeed***

Depending on your contract, you have a 'trial' period to settle in and perform well. You will find details about this important aspect in your contract under the heading 'Probationary Period'.

### ***6.8 Living on Board***

If your Manning Agent told you that working on a Cruise Ship is an easy life...that you will have plenty of free time to see the world, you were told the wrong story.

Your supervisor will always try to arrange free time to allow you to go ashore in some ports, but our mission (and responsibility) is to provide round-the-clock professional service to our Guests.

### ***6.9 Crew Laundry facilities***

Your working uniform will be washed or dry-cleaned at no charge in the main Laundry. This is where your bed linen and towels are washed and exchanged. There's a Crew laundry on all Ships where - for a small charge - you can take care of your personal clothes using automatic washers & dryers, or you may wash and dry them yourself at no charge.

### ***6.10 Some friendly advice***

- **Seasickness:** It happens. You may be seasick for the first day or two of your embarkation. But your body quickly adjusts to the occasional movement of the Ship, and most people get over it very quickly. We can help by providing seasick tablets from the Medical Centre

- **Missing Home:** You will probably be home-sick for a while. This is only human. If it is your first time at sea, you will miss your family, your friends, your lover, your dog, your familiar spaces...but the feeling passes soon. You will learn how to stay in touch frequently and economically.
- **Staying in Touch:** Staying in touch with your friends is easy. You have the choice of the ship's special Crew internet service (Crew charges apply), mobile phones, (calls and SMS) and in most ports, you can use phone cards. (Always ask for a phone card that gives the most time for the country you want to call) Internet cafes exist in most ports
- **Warm clothes:** If you come from a tropical country (like Madagascar, the Philippines, Indonesia or India), bring some warm clothes. Winter temperatures in Italy can fall below zero from December to February. If you do not have any warm clothes, go shopping as soon as you can after you arrive. A warm cap, a scarf and gloves are a great idea
- **Your cabin:** Generally, you will have to share a cabin with one other person. For some positions, you may have to share with 3 other people. Cabins are not large, and there is limited space for luggage. Be thoughtful.
- Don't disturb the other person/people in your cabin. Keep it clean and comfortable. If a couple requests to share the same cabin, the Chief Crew Steward will try to meet the request.

### ***6.11 Payment of your Wages - Payday.***

You will be paid every month according to your Contract in the currency stated in your Contract. The Crew Purser will give you a monthly account of any payments due to you, any charges you have incurred (shops, internet, bar etc.) and the amount that's been paid to you. If you have any questions about your salary, you should contact the Crew Purser. Notices are posted on Crew Notice Boards to advise when and where salaries will be paid.

### ***6.12 Service Charges and Commissions***

Service charges and Commission payments are made to Crewmembers to recognise competence and above-average service, but they will not be paid in the following circumstances:

- Poor personal performance (as shown in your evaluations)
- Justified complaints from Guests
- If you request to disembark before the end of your contracted period of work
- Disciplinary disembarkation

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### 6.13 Drydock & Repair periods

Every year, our Ships are given a renovation and check-up. Sometimes, this involves taking the Ship out of the water (usually in a special Dry Dock). At other times the maintenance; repairs and renovations are done alongside a repair dock

These renovation periods may last for just a few days to several months – and sometimes in winter when outside temperatures may be very low. It may even snow.

There may be days when there is no air conditioning. Elevators will be stopped, the water may be turned on and off, fire doors and all emergency equipment is tested, eating arrangements will be different, and just when you need a hot shower, the water is cold.

However, even in Drydock, the food will always be nutritious and plentiful, and there will always be drinking water.

### 6.14 Crew working on Ships in the USA

There are some important points you should know to prepare you for your season in the Caribbean. Because of strict security reasons, Crewmembers of every nationality are usually required to be seen personally by U.S. Immigration officials on the first visit of each season.

This happens in the first US Port before our Guests disembark. Usually, the U.S. immigration officers will take your photograph and ask for a fingerprint - just as they do at all American airports.

*Because of immigration rules, some Indonesian Crew may have to go ashore to be interviewed personally by Immigration Officers in the first USA port.*

This is a U.S. Government requirement, but it should only last for the first few cruises. After that, you are generally free to go ashore, but remember that embarkation of new Guests starts early in the U.S., so you may not have very much personal time ashore.

Always be ready in the first USA port for a full inspection by the U.S. Coastguard.

### 6.15 Sending money home:

The company will give you every opportunity to credit part (or all) of your salary directly to your bank account at home.

Banks will usually charge a small fee for this service, and you will have to pay this fee. When you sign your contract, you should attach this Bank information to allow us to transmit this amount to your bank automatically.

### 6.16 Safekeeping

The Company does not provide personal safekeeping facilities for Crewmembers, so we advise you to keep any money or valuables locked securely in your cabins.

## 7. Crew Dining & the Crew Bar

### 7.1 Nutritious, quality Crew meals

The Crew Cooks have all been selected because of their special ability, experience, and understanding of Foods Safety. They have all been trained to meet the high standards of Food Safety and Quality on our ships, in compliance with the MLC requirements.

All menus have been prepared by the Catering Department to provide the best possible and nutritional food to meet your special needs. All meals provide for your nationality, religious and cultural practises.

If you have any special requests for food, you are welcome to let the Food & Beverage Manager know. All menus are provided in English and are rotated frequently. Pure drinking water is free, and is available 24 hours a day.

### 7.2 Messrooms

Dining rooms for Crew are called *Messrooms*. All meals must be eaten in the messroom assigned to you, according to your position on board. Dining times are displayed near the messroom and must be followed.

It's very important to wash your hands before eating. Smoking is not permitted in any messroom. All messrooms are Buffet (Self-serve) style, but waiters are assigned to the Officer's messroom.

The Crew messroom on all Ships is open after midnight for Crew working during the night.

As well as drinking water, coffee and tea-making facilities are provided for all meals. A microwave oven is available in all Crew messrooms for late-night workers to heat snacks.

Generally, the gap between breakfast, lunch, dinner, and substantial late night snacks is 4 hours.

In every messroom, good dress standards apply. Soiled overalls are never permitted.

### 7.3 Officers Messroom – Waiter Service.

This is to be used by the Captain (at his discretion), senior officers from all departments and personnel assigned by contract to this messroom.

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#### **7.4 Petty Officers & Staff Mess - Self-service**

Depending on the class of ship, these messrooms are used by middle-management, Guest Service, Revenue and Entertainment personnel. You can find the complete list of people assigned to specific messrooms in Standard Procedure 14.03.00.

Everyone using these messrooms must observe personal hygiene, handwashing, and the requirement to wear clean, suitable clothes – always with the Company name-badge.

#### **7.6 Crew Messroom – Self Service**

This messroom is to be used by everyone not included in any other categories, although senior officers are entitled to eat with all Crew to make sure of the quality of the food. For hygiene reasons, eating by hand (as in some Eastern and Asian countries) is not permitted.

#### **7.7 Dress Standards in Messrooms:**

You must wear your uniform or clean appropriate (including private) clothes and footwear while in all messrooms. All Officers are required to wear uniforms in their Officers messrooms.

Soiled working clothes or soiled overalls are not permitted in any messrooms. Cooks may not eat in messrooms wearing aprons or caps. Name badges must always be worn in messrooms. Relatives and (non-Crew) friends are not permitted to enter any messrooms.

#### **7.8 Guest-area Buffet**

The busiest dining areas on our ships are the big self-service buffets – open for very long hours. While some Crewmembers have special privileges to use the buffets, they must always give absolute priority to Guests.

The Captain and the most senior officers can dine in the buffets for all meals, but the access for other Crewmembers is explained clearly in Standard Procedure No. 6.11.00 to 6.11.03.

In all cases, Ship personnel are not permitted to use the Buffet areas during peak Guest times (meals on arrival in port or excursion departures etc. when the buffet area is full) and never taking priority over Guests.

Where buffet access is permitted, Ship personnel should use their best manners, and where possible, share tables **WITH** Guests.

#### **7.9 The Crew Bar**

Whenever the Crew Bar (and Crew Disco on some ships) is open, you may use it – but you must observe the following commonsense rules:

- Access only during the advertised opening times.
- Leaving the bar at the scheduled closing time.
- Never invite or bring Guests to the Crew bar.
- Dress properly. Neat casual clothes are permitted, but always with shoes, shirt, name-badge etc.)
- If any Crewmember becomes drunk, he/she may be breath-tested, and could face disembarkation.
- No cash will be accepted. Everything from the Crew Bar is to be paid for with your Crew Card.

### **8. Your Uniform & how you look**

#### **8.1 Uniforms – They're not free**

You must wear the uniform associated with your department and your specific job. You will have to pay a percentage of the cost for new uniforms. This percentage is calculated according to your salary. (People on higher salaries pay more. People on lower salaries pay less). The cost is deducted from your salary.

MSC provides all parts of the uniform including shoes. We do not permit the use of any personal items on uniforms. You should read the Standard Procedure dealing with the 'MSC Look' (SP No. 34.01.01 and 34.01.02).

***Brazilian Crewmembers should refer to the T.A.C. and the Brazilian forms that your Manning Agent will give you together with this Embarkation Guide).***

#### **8.2 Going ashore in Uniform**

For reasons of hygiene, the following Crewmembers are not permitted to go ashore wearing their work uniform – unless on special embarkation duty:

- Cooks or Food Handlers
- Waiters, Assistant Waiters, Buffet boys, Messroom attendants, Room Service team.

#### **8.3 Special Equipment for your job**

If you need special equipment for your job, (food and warewash thermometers etc.), these will be provided to you free – but if you lose them or break them because of carelessness, you will be charged with the full cost of that equipment.

#### **8.4 Personal Protective Equipment (PPE)**

There may be times during your job where you are required to lift or carry heavy equipment, work in cold conditions, or transit areas that could be under repair.

In these cases, you will be issued with specific protective clothes (Personal Protective Equipment) to ensure your safety.

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### ***Personal Protective Clothes (continued)***

This equipment may include Safety shoes, safety gloves, lumbar back support belts, helmets, goggles, ear-protection etc. This equipment is issued free to you by the Safety Officer and always remains the property of the Ship.

### **8.5 Your appearance**

We want you to look (and be) professional and businesslike on duty. We have a specific Personal Appearance requirement for male and female Crewmembers that you should read and follow (SP 34.01.01 and 34.01.02). We recommend that you take a shower at least two times a day, and to always look and smell fresh. All male Crewmembers must be well shaved at all times on duty.

### **8.6 Tattoos.**

MSC does not allow any Crewmembers to have tattoos that are exposed on any part of their body when they are wearing uniform.

*Your Manning Agent must explain this to you before you can be considered for positions on board.*

## **9. Your Job on board.**

### **9.1 Position Descriptions**

Every Crewmember has a Position Description. You will receive a copy of this document from your department head when you embark.

### **9.2 Company Standard Procedures**

We want you to do the best job possible to reach our objective of excellence. To help this happen, we have a Standard Procedure for every job on board every Ship. Your supervisor will give you the written Standard Procedures for your duties when you embark, and we will train you to help you get to the standard we need.

### **9.3 Working hours, resting hours and Overtime**

Your working hours and overtime are explained in your contract. We have introduced a quick, accurate way for you to record the actual hours you work and the hours you rest. This is done using a micro-chip card you receive (free) when you embark. Read all about this on Page 27 of this manual – but be careful with the card. If you lose it (or damage it), a replacement card will cost you 20 Euro.

You will generally work 10 to 11 hours every day, seven days each week - but if you incur any overtime, it will be automatically recorded for payment in the electronic time-card system. Keep with you a signed copy of record of rest hours. The minimum hours that you can rest will not be less than 10 hours in any 24-hour period, and 77 hours in any seven-day period.

Musters, fire-fighting and lifeboat drills, and drills required by national laws and regulations and by international instruments, will be conducted in a way that will avoid as much disturbance as possible of your rest periods, and so that they will not induce fatigue.

### **9.4 Sanitation – Keeping everyone healthy**

We call it 'Sanitation' and it's probably your single most important responsibility on board. It involves personal hygiene, staying healthy, and keeping our guests healthy.

Sanitation is – in short – keeping the environment safe. It explains the importance of **Food Safety**, handwashing, hand sanitizing, and how easy it is to spread bad germs that could make many people sick. You must to read (and follow the instructions) in the MSC Sanitation Manual prepared by the Corporate Sanitation Manager. This important book is always available in the Crew Library or with the Training & Development manager on board.

## **10. Company Policies involving Crew**

### **10.1 Complaints**

You are entitled to complain about anything that affects your 'Seafarers Rights'. These 'Rights' are the obligations of MSC and our onboard management team to provide safe and acceptable working and living conditions for you. Complaints must be legitimate, and they should be made only if you think you cannot resolve a problem yourself.

Complaints can be about working hours, brutality, abuse of power by superiors, physical conflict, unacceptable food, psychological torment, mobbing, sexual harassment etc. Complaints must be made in writing, using an official form (35.01.02) that you can find in the Crew Office. If you prefer, you can send an email with your complaint to:

#### **1<sup>st</sup> stage**

**Head of department/Staff Captain**

If you do not receive any feedback from your  
Head of department/Staff Captain

#### **2<sup>nd</sup> stage**

[msccrewcomplain@mscsorrento.com](mailto:msccrewcomplain@mscsorrento.com)

If you do not receive any feedback from  
The Company

#### **3<sup>rd</sup> stage**

**Panama Authority in the First available port**

We assure you that every complaint will be followed up and investigated fairly. Your Supervisor will explain the Complaint system to you when you embark, and you can always contact the Training Manager on board for advice about how to make a complaint.



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This important matter is explained fully in the Complaints standard Procedure (SP 35.01.01) that you will find on the noticeboards in all Crew messrooms, Crew Bars and other Crew public areas on board.

## 10.2 Crew Medical Treatment

As well as your safety, your health and condition is absolutely important. The Ship's Doctor is always available to you at no cost if medical treatment becomes necessary.

### **Crew Medical Treatment (continued)**

The Company will pay for any necessary shoreside medical attention, treatment or surgery caused by an illness or injury caused at or by an accident or work-related incident (including essential dental and/or optical treatment).

The Company will not pay for any costs associated with personal 'cosmetic' dental, optical or other surgical procedures.

If you are sick or injured, tell your supervisor and visit the Medical Centre immediately. In the case of an emergency, tell your supervisor without delay and the Medical Centre will be advised.

You can **NOT** go back to work without a written approval from the Doctor. You must give this written approval to your supervisor.

The Ship's Medical Center provides a wide range of medical services and treatments, but if needed, the Doctors on board are in contact with land-based hospitals 24 hours a day. In emergency cases when the Ship is at sea, aerial evacuations can be arranged (conditions permitting) by the Ship's Doctor and the Captain.

All Crewmembers have access to the Ship's Medical Centre every day, at sea and in port at times advertised on the Crew Noticeboards and on the door to the Medical Centre.

### **Urgent Medical assistance**

If you need urgent medical attention after hours when the Medical Center is closed, contact the Bridge and they will arrange immediate medical attention for you. If you are unfit for duty for one week or more, or if you must disembark because of an illness or injury, the company will repatriate you at the earliest opportunity.

## 10.3 100% refunded Medical charges

Because of the way the internal accounting system works, you must use your Crew Card to debit your personal onboard account for the cost of any essential medication given by the doctors or nurses. This cost will be removed from your account, leaving only a record that you received medication.

## 10.4 Injury Insurance

From the moment you leave home to travel to the ship, until you return to your home on the return trip when your contract ends, the Company provides an insurance policy to guarantee the protection of your health. This policy is provided at no cost to you.

## 11. Your Career Path

Everyone on board has a 'Career Path' – a plan for your future. Your Crew Agent will show you how the Career Path program works, and the rest is up to you.

This plan shows you where you usually start your career on board, the various jobs and positions you need to cover to reach the next stage, and how long it takes to get a promotion.

Your Career Path shows the training you need to achieve a higher position, the language skills you need, and what your eventual position can be.

It's a great plan, but as always, promotions depend on evaluations – and the person who can influence the evaluations is you – and your ability. We believe our Crew has no limits. You can do it.

## 12. Our Crew Welfare Program

As you know, working on a Cruise ship is no holiday. The work is focussed, sometimes heavy, sometimes repetitive, but never boring.

MSC appreciates the great work performed by the Crew, and we know how important it is to enjoy your free time, fun, and 'relaxing diversions'. This is why we've have our Crew Welfare scheme. You can now enjoy Crew parties several times every month (sometimes also in the disco in the Guest area).

There's Crew Bingo (with cash prizes) a Crew Lottery, two Crew Sales (giving you access to the Guest shops once every month (as well as the regular Crew shops), Fitness lessons in the Guest Gymnasium and access at set times to the Spa (massage, sauna etc).

You have a special live show only for Crew in the Guest Theatre every month, and a surprise for every Crew member on their birthdays. We also award the Employee of the Month and the top Salesperson of the month.

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If you're off duty, we've arranged shore excursions and expeditions for Crew, and now we've introduced a very special award and prize for Crewmembers who suggest to us the best five ideas to improve our product in some positive way.

As well as all these great Crew benefits, we have an improved Wireless service in all Crew areas on all Ships for anyone using computers for the Internet in their own cabins, and we've added a Training & Development channel for Crew in-cabin TV on some ship classes

### ***Crew Welfare Program (continued)***

In response to Crew requests, Crew dining is continuously being upgraded. The Crew Catering supervisor is providing high quality, greater variety meals of high nutritional value for all ships, and now, a Gluten Free menu for any crew who are gluten-intolerant (on ships certified to provide this type of diet).

## **13. Rules, Regulations & Advice**

### ***13.1 Discipline Policy***

MSC does not impose financial penalties – whether in cash or deducted from salaries, as this is contrary to international Seaman's regulations. However, warnings (verbal and written) are applied after all other actions are considered.

Disciplinary action is coordinated by the Staff Captain and the Department heads concerned. We strongly advise you to read this important aspect in Standard Procedures No. 35.07.00 and 35.07.01, available from your head of department.

### ***13.2 Drugs & Alcohol***

MSC has a rigid policy regarding drugs and alcohol. You are required to read and understand read this information on Pages 17, 18 & 19 of this Embarkation Guide.

### ***13.3 Smoking***

Crewmembers are not permitted to smoke at any time on board on duty, and never in Guest areas even if off-duty. Foodservice Crew (food handlers, provisions and bar personnel, etc) are not permitted to carry cigarettes or tobacco products at any time on duty.

### ***13.4 Mobile Phones***

Crewmembers are not permitted to carry or use private mobile telephones at any time on duty.

### ***13.5 Chewing Gum***

Crewmembers are not permitted to use Chewing gum on duty at any time in Guest areas.

### ***13.6 Swimming Pools***

You may not use the Guest swimming pools, Jacuzzi or sauna. The Crew Pool is available for all Crew at times advised by the Staff Captain, always depending on weather and sea conditions.

### ***13.7 Use of Guest facilities (bars tables etc.)***

No Crewmembers of any rank (concessionaires, entertainers, musicians, officers) may use Guest tables and chairs around TV viewing areas (where these exist) or to use chairs at bar-fronts even if Guests are not in the area.

*(This gives the impression that Crewmembers have 'taken over' areas that are reserved for the exclusive use of Guests).*

### ***13.8 Crew Regulations***

This list of rules and regulations applies to every person working on board every MSC Cruise Ship. Your copy is included with this booklet. Read these rules carefully.

The Rules are printed only in English, as English is our safety, Flag and administrative language.

There are consequences if you do not comply with these regulations. The first step is a verbal warning, but if you continue to ignore the Crew Regulations and warnings, a violation could eventually lead to your disembarkation.

### ***13.9 Zero Tolerance***

The Company will not tolerate any of the following proven violations:

- Sexual Harassment
- Inappropriate Guest Interaction
- Drug use
- Alcohol abuse
- Substantial Crime

Any behaviour involving these major violations will result in automatic termination - also without warning – for offenders, including first offenders.

### ***13.10 Sexual Harassment***

Your relationship with Guests must always be professional, courteous and appropriate. Sexual contact or any form of intimacy with Guests is never acceptable.

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This type of contact includes casual (even well-intended) embracing, touching any part of someone's body, unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature, or any action that could be interpreted by someone as an attempt to sexually violate or entice him or her.

Any violations of this policy must be reported immediately to your supervisor or your head of department.

- *Never try to approach young people.*
- *Do not accept invitations to Guests' cabins.*
- *Do not put your hands or arms on or around Guests.*

### **13.11 Inappropriate Guest Interaction**

Being over-friendly can also be misinterpreted as sexual harassment. International law is very strict and the punishment is severe.

Having sexual relations with minors, sexual assault and rape are all crimes, and punishable by law. Any Crewmember violating this regulation will be dismissed and usually handed over to local authorities.

### **13.12 Sexually Transmitted Disease**

MSC is a responsible employer, and as such, we need all Crew to maintain a healthy attitude towards personal health, hygiene and the dangers of sexually transmitted disease.

Important printed information about these subjects, including sexually transmitted diseases, HIV-AIDS etc. is available from the Medical Centre

### **13.13 Drug Abuse**

No Crewmember is permitted to use, possess, sell (or participate in any way the sale) of illegal drugs (including controlled substances).

These include (but are not limited to) marijuana, cocaine, opiates, phencyclidine (PCP), amphetamines, barbiturates and their derivatives.

Any Crewmember of any rank will be dismissed for violating this Company policy.

### **13.14 Alcohol Abuse**

No Crewmember may consume alcohol resulting in a blood alcohol level above **0.2%** while on duty. This will be seen as alcohol abuse and could lead to disembarkation.

No Crewmember on Watch (as described in the Safe Manning rules) may consume alcohol or any other

intoxicating substance within eight (8) hours of the start of duty.

- Crewmembers **on Watch** must have a Zero blood alcohol level while on watch.
- Other (non-watch) **On-duty** Crewmember may have a blood alcohol content no higher than **0.2%**
- **Off-duty** Crewmember may have a blood alcohol content no higher than **0.8%**

Any Crewmember found to have a Blood Alcohol Content above these limits is in violation of the Company policy, and if tested with positive results, will be removed from duty, and will be subject to termination (disembarkation).

### **Alcohol abuse (Continued)**

However, your common sense prevails. You can enjoy alcoholic beverages including beer, wines and limited spirits in the Crew bar or Crew disco (where existing) or at Crew parties (where arranged officially), but in the interests of safety, you may be tested for Blood Alcohol content. Tests may take place as follows:

- During their recruitment interviews in your country.
- Randomly on board
- At or near an accident on board
- At any time the Captain deems it reasonable to make a test.

You are not permitted to bring alcoholic drinks on board, and you can not buy alcoholic drinks from any shop on board. If you buy alcohol ashore and bring it on board, it will be taken from you at the Gangway, held securely and returned to you when you disembark.

Our Security personnel may inspect all containers (water bottles, soda bottles, mouthwash etc) at any time, and anyone hiding or trying to hide alcohol may face disciplinary action.

### **13.15 – Drug, Alcohol & Stress tests**

To be sure that every person on our Crew List is always in a safe and responsible condition, MSC uses an external company to make random tests for drugs and alcohol.

We also provide random independent (external) stress examinations for Officers and heads of departments.

### **13.16 Crime**

Crime implies that someone has committed an act that is contrary to some national law or some Company policy.

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It may mean smuggling, theft, deliberate damage, sexual abuse or harassment, bullying, discrimination, threat or intimidation, damage to the environment, endangering the safety of the Ship, or many other reasons.

In all cases, any Crewmember responsible or implicated in an act of crime will be investigated, suspended from duty, and in most cases, disembarked.

To understand what you can and can not do, you should read the Crew Regulations (Page 20 & 21).

### **13.17 Repatriation**

MSC pays for your ticket and travel expenses for you to get home at the end of your contract. We don't pay if you decide to break your contract, or if you go home because of disciplinary reasons.

MSC also pays your ticket and travel expenses in the following situations:

- If you have to go home urgently because of the death of a spouse, child, parent, or a sibling.
- If you are injured or sick due to an accident on board or an illness contracted on board, requiring you being away from work for more than one full week.
- In all cases, the company will make every effort to bring you back on board as soon as possible.

You can see all the rules concerning repatriation in the MLC2006 regulations (chapter 2.5).

### **13.18 The 'Point of No Return'**

We hope this never applies to you, but if you were ever disembarked because it was proven that you committed a major violation of the Crew Regulations, you would be sent home (at your own cost).

If this happened, your agent – and other agents we use – would be instructed not to consider you for embarkation in the future. So – be careful. We want you to stay.

## **14. The Crew Department**

The Crew Department is responsible to assist all Crewmembers from the moment of their first employment until the time they return to their homes.

We appoint your Manning Agents around the world and monitor the way they take care of you, and then we assist them to provide all the pre-embarkation training you need to embark.

We follow your career on board from the moment of your embarkation, arranging promotions and your

professional path according to your performance and expertise.

The Crew department ensures that all International Rules and Regulations relating to Seafarers are implemented without fail, and that conditions on board are the best possible for our Crew.

The Crew Department monitors the reports from all the Ships, and we make random visits to ensure that our Crew is being well cared for.

### **Crew Department (Continued)**

If any Crewmembers are sick or injured, the Crew department provides all medical assistance – and if necessary, arranges quick repatriation home.

The Crew department evaluates your performance, organises promotions, provides Guarantee letters for your next embarkation, provides (and pays for) air travel, and guarantees your Salary.

## **15. When you disembark...**

At the end of your contract when you go home, all Crewmembers **must** report to their Crew Agent to confirm their availability for their next embarkation.

Your agent will send this information to the HR department in Italy to be sure that you are ready to embark again after your holiday. It is important to stay in contact with your Crew Agent, and to give the agency any changes in your contact details (change of telephone numbers, changes of address)

In some cases, it may be necessary for you to attend some revisionary training while you are at home.

This would happen only if the Company advises the agency that new procedures are being introduced, or, for example, your next ship is cruising in an area that requires a different language.

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## 16. THE CREW REGULATIONS – 2013 Edition

Following are the updated Ship's Rules and Regulations. They are prepared and enforced to permit the Ship to be managed safely and properly, providing fair discipline for everyone. All Crewmembers are required to read, understand and agree (in writing) to these Company rules. The full version of the Crew Regulations are available on line as Standard Procedure 35.06.01

1. You must behave properly, never harming the Ship or the Company and never cause any kind of risk or injury to yourself, other Crewmembers or Guests.
2. You must wear the uniform prescribed for your position. You may not personalize your uniform. Your name badge is a safety ID requirement. It must be worn on and off duty **on board** on all occasions (including formal nights)
3. You must be at your place of work at least 15 minutes before the start of your assigned duty. You must be clean, and wearing a clean uniform with your name badge. Men must be clean shaved.
4. English is our official Flag, Safety and Working language. You must be able to read and understand signs and notices in English, and to answer questions about Procedures, Safety and Sanitation in English.
5. You may be tested for alcohol. If you are found to be drunk or affected by alcohol on or off duty, you may be breath-tested. You may be disembarked. The maximum allowed Blood alcohol limit is 0.08 mg/l (only off-duty).
6. No Crewmembers or concessionaire personnel may bring alcohol on board the Ship. If detected, it will be removed from the Crewmember and held until the disembarkation of the Crewmember at which time this alcohol will be returned to the person in question. Receipts must be issued when alcohol is collected.
7. Fighting will usually result in disembarkation and permanent cancellation for both sides. If you are in a fight or if you see a fight, you must report it to the Staff Captain. A fair and proper investigation will then be made according to International regulations and Company Standard Procedures (35.07.00).
8. MSC practises equality for all Crew, regardless of race, religion, gender or gender orientation. MSC will not tolerate sexual harassment, discrimination, Intimidation, coercion, bullying, and abuse of position, victimization, or threat. Any such incidents must be reported to the Staff Captain and will be fully and fairly investigated.
9. You may not carry or keep weapons or illegal goods of any kind. Authorized searches may be made. Offenders will be dismissed and agents instructed not to embark in the future.
10. The only drugs permitted are medicines prescribed by a bona fide doctor and supported by legal prescriptions. If you are found taking, having or distributing drugs, you will be dismissed, blacklisted and generally reported to local authorities. Every person on the Crew List may be drug tested at random.
11. If you need to see the Doctor, except in emergencies, you must first get approval from the head of your department. If the Doctor orders any food or bar area Crew to stay away from work, they cannot go back to work without a written approval from the Doctor.
12. Smoking is not permitted at any time on duty, in cabins, in any corridors including Crew corridors, anywhere in food, snack or drink preparation areas, near ventilation intakes or in any area of the Ship marked as non-smoking. Ashtrays must be used. Open flames etc are not permitted in any area of the Ship.
13. Reception and Food and Beverage Crew (waiters, galley Crew, bar, Cambusa, cabin and room service) are not permitted have cigarettes or cell phones with them at any time on duty.
14. Crewmembers are not permitted to chew gum at any time in any Guest or service or transit area
15. You may not use Guest elevators except to carry baggage or equipment or when on duty with Guests
16. If you miss the Ship because of carelessness or without a legitimate reason, you will receive a warning according to Company policy. If you continue to miss the Ship, you could be disembarked.
17. You will be paid at the Crew Office on payday at times advised by the Crew Purser. You must show your Crew ID to collect your pay

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18. Fire and Abandon Ship exercises will take place regularly. You must participate. Disciplinary action will result if you do not attend.
19. You must have your meals at specified times in your assigned Messroom or the dining area specified in your contract. The Maitre d'Hotel, Chief Crew Steward and designated supervisor will inspect Crew meals and service to ensure quality. The supervisor will always take action if you have legitimate complaints of poor quality or inadequate food. You may not enter the galley unless you work there.
20. You must immediately report any injury you see to the head of your department, the Medical Center, or in emergency, the Bridge.
21. You must obey all safety regulations. You must wear approved safety equipment if it's needed for your job. If you do not wear protective or safety equipment provided by the company, disciplinary action may result.
22. You may go ashore in ports only if you get approval from the head of your department.
23. You are not to participate in payment for favor to any Ship personnel for any reason as explained in Standard Procedure 35.02.02
24. The Staff Captain is responsible for all Crew accommodation. If you want to change cabins, you must ask the Chief Crew Steward. The following are prohibited in Crew and staff cabins.
  - a. Alcoholic beverages. Smoking, gambling or smuggling.
  - b. Illegal drugs or any offensive weapons (including knives of any kind)
  - c. Ship equipment (cutlery, trays, flatware, glasses, cookware, any utensils etc.)
  - d. Ironing or cooking or heating food.
  - e. Unprotected, unwrapped food (cakes, meat, etc). Any dry food (noodles, cookies, snacks, sweets etc.) must be kept in original packs or containers. Fruit is not permitted in Crew cabins as it attracts fruit flies.
  - f. Opening Portholes or attaching anything to portholes (antennas etc.) if portholes exist.
  - g. Interfering with any emergency device including emergency speakers, smoke detectors etc.
  - h. Changing door locks or damaging the walls or furniture in any way
  - i. Carpets, unless they were part of the original equipment.
  - j. Placing any material over lights.
25. You are responsible for the following:
  - To make your bed neatly every day
  - To sweep and clean your cabin daily.
  - To keep your cabin bathroom in a clean and sanitary condition.
  - To report immediately any cockroach or other pests to the Chief Crew Steward.
26. A Deck officer together with the Chief Crew Steward and one other Ship officer may inspect your cabin. You must be advised of any planned cabin inspection. You must be present at the inspection. If lockers, drawers or private belongings need to be opened for inspection, a Security officer will be present.
27. All Crew cabins have the correct number of lifejackets. If you don't have one, you must advise the Safety Officer. You are responsible to take care of your lifejacket.
28. You are not permitted to be in or stay in any Guest area at any time unless you work in the Guest accommodation area or your work is connected with this area.
29. You are required to sign the Receipt of the Embarkation Guide (SP35.02.01) and to keep your copy while on board.

#### 17. We don't use the Number 17

- You'll find we have no Deck No 17.
- No Table number 17.
- No Cabin number 17

#### 18. Who's Who on board

The hierarchy of most Ships is more or less the same, and you are part of the chain of command that makes everything work properly. A cruise Ship is like a city at sea. When we leave a port, it becomes as self-supporting as possible, but it needs support from the Shore head offices. Nobody on board is independent. Everyone is inter-dependent (*I must do this so you can do that.*).

If something breaks, we cannot run down the street to get a new part. We must be careful, intelligent and resourceful. We must protect the Ship, the Crew, our Guests and the Sea.

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### ***Who's Who on board (continued)***

On a cruise Ship, we have an infrastructure to keep things in order and in good condition. We have cooks, cleaners and carpenters, air conditioning technicians, navigators, plumbers, ice carvers, printers, upholsterers, bakers, television repairers, computer programmers, electronic technicians, accountants, metalworkers, dishwashers, interpreters, firemen, ironers, laundrymen, pest controllers, electricians, divers, singers, musicians, magicians, librarians, pastrycooks, storemen, croupiers, hairdressers, photographers, waste disposal personnel, decorators...and many more positions.

**18.1 The Captain** is in absolute command. He represents the interests of the owner, the policy and operational guides of MSC Head Office to maintain the highest level of safety, comfort and service in an environment free from crime, the effects of illegal drugs and alcohol, and advocating the Company's Safety rules and Standard Procedures.

**18.2 The Chief Engineer** is responsible for the safe, efficient operation of all propulsion equipment, and all machinery. Without the Engine, the Ship would not function, and the Chief Engineer together with the Staff Engineer, requires the co-operation of all departments to use and respect all mechanical and electrical equipment.

**18.3 The Staff Captain** is Second in Command, and is able to 'stand in' for the Captain if required. He is responsible for all Crew matters, ensuring everyone (including you) follows the rules and regulations of the MSC Cruise Fleet.

The Staff Captain is responsible for the external maintenance and presentation of the Ship, the Medical supervision, the Pest Control management; and all matters involving the health, safety and welfare of Guests. He is responsible for the well-being of the Crew; to be sure you are treated equally, fairly, and in accordance with International Regulations.

**18.4 The Staff Engineer** is the direct deputy of the Chief Engineer, and can 'stand in' for the Chief Engineer in his absence. The Staff Engineer is directly responsible to the Chief Engineer for all matters technical, mechanical and engineering. He manages the Ship's engine inventory, schedules all engineering and technical work, and organises all personnel connected with this section of the Ship. (No engine, no cruise).

The Staff Engineer is in charge of the technical sanitation integrity of the Ship.

**18.5 The Safety Officer** is in charge of the operational safety of the Ship and the safety training of the Crew and all personnel. He evaluates just how much you know about the important matters of safety and will arrange ongoing safety training almost immediately after you embark.

As well as his other important duties, the Safety Officer is responsible for the watertight doors, firefighting and lifesaving procedures and equipment.

**18.6 The Environmental Officer** is here to make sure we all follow the latest rules and regulations relating to the protection of the environment, especially the marine environment.

He will arrange training and information courses for all Crew, to make sure we do everything to prevent pollution, and to make sure that the Ship fully complies with International anti-pollution regulations (Marpol) relating to the correct handling and disposal of all waste material.

**18.7 The Hotel Manager** was once known as the 'Chief Purser' (in early days, this person was the 'keeper of the purse')

The Hotel Manager is the head of the biggest human-resource section on the Ship, which accounts for about 80% of the Crew. He or she is responsible for the operation of all aspects of the Hotel accommodation, Food, Beverage, Entertainment, Administration, Information Technology, Reception and financial management.

**18.8 The Chief Doctor** supervises the medical facility. Depending on the size of the Ship and the number of Guests and Crew, there may be a second medical officer and more than one nurse.

On MSC Cruise Ships, the Medical Center is equipped to handle most emergencies, and carries the most widely used medicines. You must learn and remember the telephone number of the Medical Center and the cabins of the Doctor and nurse.

The Doctor and nurse carry an electronic pager, an internal mobile phone or VHF radio so they can be found quickly.

In ports, the Doctor and the Nurse rotate their working hours to ensure there is always medical help on board, and that they are never off the Ship together.

The Doctor has specified opening hours for Guests and Crew, but the Doctor or Nurse are on call 24 hours a day for emergencies.

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**18.9 The Training Manager** is the person qualified to provide Crewmembers with knowledge, motivation and practical skills to do their jobs, and to understand why their jobs are important. The Training Manager will be a 'go to' person on board for Crew who have working problems, or who need special guidance regarding their job. The general objective of the Training Manager is to help improve the way all Crewmembers work, in order to provide an ever-increasing level of Guest satisfaction.

#### **18.10 Security Officers**

On all MSC Cruise Ships, we have a team of highly trained, expert Security Officers. They are here to help protect the Ship from the unpredictable, and to keep the vessel secure. These officers are stationed at the gangway in all ports, and patrol the vessel at random intervals.

Security Officers have the authority to make random searches of baggage of any or all Crew joining or leaving the vessel. They will prevent unauthorized personnel from entering the Ship, and they must see your Crew pass every time you cross the gangway.

They may need to make investigations, all in the interests of the security of the Ship, the Crew, our Guests, and our company. All Crewmembers must cooperate with our Security Officers.

**18.11 The Food & Beverage Manager** is responsible for the food and beverage operation for all Guests and Crew.

Using a pre-set budget and a company-approved 'Food Specification', he manages the whole food 'chain' – from the provisioning (the term used to load food and drink supplies onto the Ship) to the delivery of the meal to your table.

The F&B Manager understands that our Crew is from different parts of the world and has different taste requirements.

He and the Crew cooks will provide meals with variations that consider your nationality (Indian, Indonesian, Madagascar, Latin American etc. as well as European dishes.

The Food & Beverage Manager will always make sure the quality of all Crew meals meets MSC standards.

**18.12 The Housekeeper** is responsible for all Guest accommodation and for the overall cleanliness of the public areas and public bathrooms.

The Housekeeper has several assistants, depending on the size of the Ship, and a big team of Cabin Stewards, Assistant Cabin stewards, and Housekeeping Runners and Utility Crew.

#### **Housekeeper (continued)**

Housekeeping Utility Crew are the important people who keep the Ship sanitized, clean, shining, and sweet-smelling day and night. They are the boys and girls who vacuum the carpets, polish the glass and brass, keep the elevators clean, and who take care of the public bathrooms.

The Cabin Stewards, Assistants and Runners are assigned to a specific section of Guest cabins and balconies. They make the beds; clean the bathrooms, dust the furniture, and constantly clean the corridors, walls and ceilings in their section. The Housekeeping team may also help carry the Guests' baggage, and escort new Guests to their cabins on the days of embarkation.

**18.13 The Bar Manager** is responsible for the efficient management of the Beverage service. This includes the team of bar tenders and assistants, the barboys and bar utilities, the cocktail waiters and waitresses, and the wine waiters and waitresses who work in the various restaurants.

An important part of the Bar Manager's job is to maintain strict MSC standards of quality and hygiene. This includes the correct and safe operation of all the machinery to make coffee, produce ice, and to wash and sanitize glasses and cups.

As our Guests expect to find bar service open almost around the clock, the Bar Manager is responsible to provide this service with a team of friendly, professional and fast-working personnel.

**18.14 The Cruise Director** is the focus of attention and the most visible Crewmember on board. Working with a team of entertainers and social cruise staff, the Cruise Director plans the 'fun and enrichment' schedule for the cruise.

The Cruise Director presents most of the big shows, and is the 'voice' of the Ship, making important announcements in all languages.

The Cruise Director coordinates for printing and distribution, the Daily Program in all necessary languages and sent to all Guest cabins each evening and placed on their beds generally before 8 p.m. each evening.



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**18.15 The Executive Chef** is the head of the big team of cooks and assistants in the galleys (the nautical term for kitchen). Using the MSC menu and food specification, the Executive Chef plans and manages the daily cooking operating, then directly supervises each section to make sure the quality and quantity of all components (sauces, salads, appetizers, main courses etc) comply with Company standards, and the expectations of our Guests and our Crew.

The Executive Chef is responsible for safe food handling, making sure the important food section is always hygienic, regardless of the area the Ship is cruising.

He must guarantee that all Crew working in the Food & Beverage section understand and comply with the full requirements of international Food Safety rules (USPHS, ANVISA, SHIPSAN etc.)

**18.16 The Maitre d'Hotel.** With a team of up to 200 Head Waiters, Station Captains, Sommeliers, Waiters Assistants, Buffet and Room Service attendants, the Maitre d'Hotel is responsible to the Hotel Manager to provide a first class service to our Guests in all food outlets on board.

In the restaurants, the waiters (as well as Station Captains and Head Waiters) greet the Guests, escort them to their tables, present the menu and take the order. Their Assistants collect the ordered meals from the galley and deliver them to the Waiter for presentation to the Guests.

**18.18 The Hotel Storekeeper** supervises the Ship's Hotel store. It is his job to make sure the Ship never runs out of supplies of sheets, towels, soap, glasses, ink, paper, deodorizers, in fact everything used to keep the hotel running smoothly.

**18.18 The Inventory Manager** monitors daily usage, breakage and loss, giving the Hotel Manager a request for supplies to be sent to the Ship in plenty of time to be sure there is never a shortage.

**18.19 The Provisions Master** is also a storekeeper, but he takes care of the loading, storing and discharge of all the food and beverage items. He works in the deepest Hotel deck of the Ship in the area known as the Cambusa (the food storerooms).

Before supplies are loaded onto the Ship, he checks and logs them for quality and temperature before accepting them. He also rejects any provisions that do not meet the high standards of the MSC Food Specification.

Working with a team of helpers, he supervises the loading of the Ship into the various specific

storerooms (dry stores, vegetables and fruit, frozen food, bar supplies etc).

The provisions master then supervises the daily discharge of these items to the various galleys, pantries and bars, making sure that only the best and freshest food is provided for Guests and Crew.

**18.20 The Guest Relations Manager (GRM)** is the Head of the Guest Services Department (Reception and Cashless Operators) on board, and responsible for handling, investigating and finalizing all Guest comments and complaints.

The GRM works in cooperation with all other heads of departments to find the best solution for Guests if our service does not meet their expectations, or if things go wrong.

The main objective of this important position is to make sure that at the end of their Cruise with us, our Guests are happy with the service we provide.

**18.21 The Crew Purser** is your liaison officer. He or she (may also be called the Crew Welfare Officer on our big Ships) will meet you on embarkation and provide you with all the information you need.

The Crew Purser provides all notices for Crew, advises you of paydays, and where applicable, sends specified part of your salary to your nominated bank at home takes care of the embarkation and disembarkation, documentation and pays all Crew salaries.

#### **18.22 The Chief Crew Steward**

The Chief Crew Steward is your 'go to' man for all matters concerning your personal life on board.

He (or she) will meet you when you embark, make sure all your documents are ready for the Crew Purser, show you your cabins (and make sure they are in good condition), keep an eye on the quality of food and service in the Crew dining areas, and where needed, introduce you to your Crew 'Buddy'.

The Chief Crew Steward is responsible for the cleanliness of all Crew accommodation areas, and makes sure that everyone in the Crew areas follows the company's rules and regulations. It's a big job, and he needs your cooperation.

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## 19. MSC – The Masters of the Sea – Your Company!

You are now a ‘family’ member of the biggest private shipping company in the world.

Our Guests often want to know what the logo means. Some ask many more details about our organization. To help you answer their questions, we suggest you read this brief background of our company.

Founded in 1970 by former sea captain Mr Gianluigi Aponte, the Mediterranean Shipping Company has grown quickly to become one of the world’s largest global shipping lines.

Today, MSC owns more than 500 Cargo ships, Cruise vessels and Ferries - including some of the biggest in the world.

Wherever you cruise, you will see many of the conspicuous gold and black MSC containers in every corner of the world. In fact, our company owns nearly two million containers.

Our cruise fleet continues to grow at a breathtaking pace. Our current fleet is made up of 12 cruise liners – *MSC Lirica*, *MSC Opera*, *MSC Sinfonia*, *MSC Armonia*, *MSC Musica*, *MSC Orchestra*, *MSC Magnifica*, *MSC Poesia*, *MSC Fantasia*, *MSC Splendida*, *MSC Divina*, and *MSC Preziosa*. Our Cruise ships range in size from 58,000 tons to around 140,000 tons. We have the distinction of having the fleet with the youngest, most modern ships in the world.

We also firmly believe that our winning difference is our Crew. **YOU** make the difference. Your personality, your skill, your understanding of the importance of safety. And the friendly, professional way you communicate with our Guests, and with each other. **YOU** are the main reason our Guests keep coming back to MSC, and why we have become ‘*Masters of the Sea*’.

With headquarters in Geneva, Switzerland, MSC has offices and installations throughout Europe, South Africa, Madagascar, the United States, South America, Australia, and a growing operation in China, and Southeast Asia. On our Cruise ships, we employ around 12,000 Crew on board, with about the same number rotating at home. The number of personnel working directly for MSC Cargo, MSC Cruises and our shoreside support network is more than 50,000 – and growing.

The future? We will continue to innovate. We will continue to grow, to build new, environmentally-responsible super Cruise ships. We will explore and operate in new exciting destinations, and we will continue to set the highest standards of safety, service and enjoyment that have made us the *Masters of the Sea*. And we want **YOU** to be part of our future. You make the difference!



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## The Time Machine

It's not something from outer space – it's the electronic device we've introduced to all ships to help everyone understand how much time you work, how much resting time you have, and that you are paid correctly for any overtime.

The machines are activated by the microchip card you receive when you embark. The card is given to you at no cost, but if you lose it or damage (because of negligence), you will have to pay 20 Euro for a replacement. You must return the card to the Crew Purser when you finish your contract.

The machines are installed in the most strategic places around the ship. Always in Crew areas, but located in the most convenient positions so you don't have to 'hunt' for them. There are around 12 machines on the biggest ships.



### How it works:

It's easy. Just before you start work, hold the card over the scanner on the LEFT side of the machine. The machine will immediately read the data on your card and register the time you 'checked in'.

When you stop working (for lunch, for a break, for a rest or at the end of your duty), hold your card over the sensor on the RIGHT side of the machine. It will quickly read your data again

and record the time you stopped work or ended your shift. (You don't have to register short breaks like visiting a bathroom, a quick coffee etc.)

When you go back to work, swipe the card again on the LEFT side, and when you finish working, use the right side of the machine.

All this information is registered by the machine's computer, and sent immediately to the Crew Office in Sorrento. That's where a daily (and a weekly) report showing your actual hours of work and hours of rest will be produced and sent back to the ship for you (and your supervisor) to sign. This report will show how much (if any) overtime you have worked, allowing the Crew Purser to calculate the correct amount of overtime pay (if any) is to be paid to you.

### For your Supervisor

Supervisors (Housekeeper, Maitre d'Hotel etc) must arrange for you to sign these reports in their office every morning. Then all supervisors must sign each page of the report to verify that everyone in their department has seen and signed the report.

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## Your Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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# Most Spectacular Crew