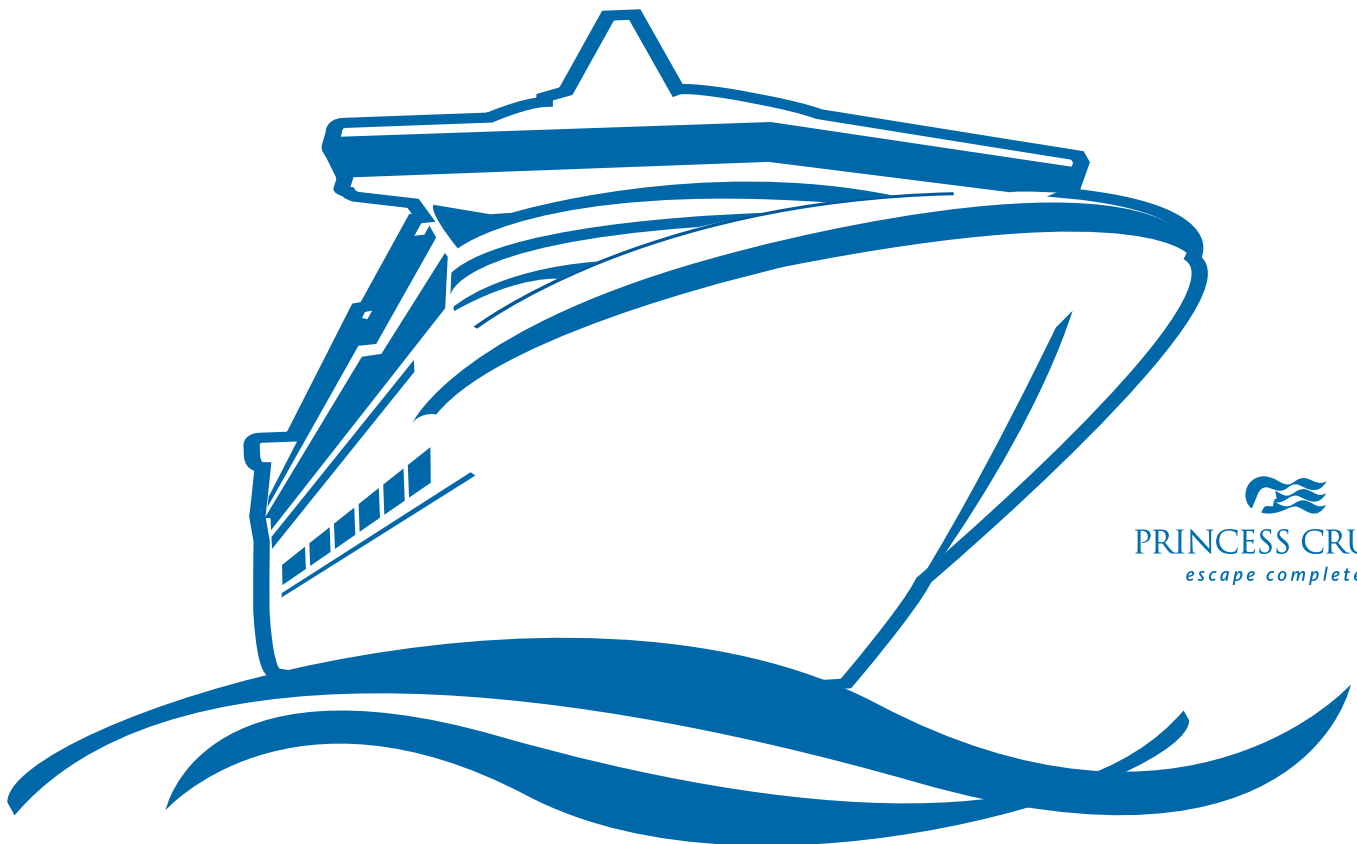

Passport to Princess




PRINCESS CRUISES
escape completely®

Welcome Aboard

Welcome to Princess Cruises! We hope your experience onboard will be a happy one. This booklet gives you details about the services and facilities available to you and should answer many of your questions. If there is anything you are unsure of, please ask your supervisor.

You have become part of a dynamic Company offering luxury cruises throughout the world. We are dedicated to providing quality cruising to our passengers with special emphasis on warm, professional service, excellent cuisine and an exciting social atmosphere.

We look forward to welcoming you onboard and trust you will grow your career with Princess Cruises.

Princess History

Princess Cruises first set sail in 1965 with one ship cruising from Los Angeles to Mexico. Since then, Princess has grown to be one of the largest, best known, and most popular cruise lines in the world.

In 1974 Princess was acquired by the Peninsular and Oriental Steam Navigation Company (better known as P&O), a British company said to have "invented" cruising back in the 19th century.

Princess was catapulted to stardom in 1977 with the premier of the television series "The Love Boat", which featured the original Pacific Princess and introduced millions of viewers to the concept of a sea-going vacation. The Princess name and the "sea witch" logo have remained synonymous with cruising ever since.

In 1988, Princess acquired Sitmar Cruises and merged the two companies. In October 2000, P&O "spun off" its cruise business into a new company, P&O Princess Cruises, plc, which traded on the New York and London stock exchanges. This company included Princess as well as cruise lines in the United Kingdom, Germany, and Australia.

More recently, P&O Cruises and Carnival Corporation completed a merger in April 2003, creating Carnival Corporation & plc, consisting of Carnival Cruise Lines, Princess Cruises, Holland America, Seabourn Cruises, P&O Cruises, Cunard, Ocean Village, Costa, Aida and P&O Cruises Australia. Traded on both the New York and London Stock Exchanges, the combined group is the largest vacation cruise company in the world.

In 2006, Princess carried more than one million passengers to a wide variety of destinations around the globe. Major Princess product areas include the Caribbean, the Panama Canal, Alaska, Europe, Mexico, and the Exotics.

Today, the Princess fleet includes 17 ships ranging from some of the largest afloat to smaller, boutique vessels. Princess is also home to five beautiful Alaskan lodges and the Midnight Sun Express luxury rails cars (which transport passengers between Anchorage and Fairbanks) operated by Princess Tours.

Princess Cruises' headquarters, located in Santa Clarita, California, is responsible for marketing and sales, reservations, operations, staffing, security, purchasing, and passenger satisfaction for every ship, as well as all shoreside support operations. The Santa Clarita location employs approximately 1,600 people.

Princess Cruises also has offices in Florida, where approximately 60 employees are responsible for all shore operations in the Caribbean and Atlantic regions, which includes port operations, shore excursions, passenger logistics, warehouse operations, art auction components, and more.



Carnival Corporation & plc is a global cruise company with a portfolio of 10 distinct brands comprised of the leading cruise operators in North America, Europe and Australia. Carnival Cruise Lines, Holland America Line, Princess Cruises, Seabourn Cruise Line, AIDA, Costa Cruises, Cunard Line, P&O Cruises, Ocean Village, and P&O Cruises Australia are all included in this group.

Together, these brands currently operate more than 80 ships totalling more than 150,000 lower berths with new ships scheduled for delivery in the coming years. Carnival Corporation & plc also operates the leading tour companies in Alaska and the Canadian Yukon, Holland America Tours and Princess Tours. Carnival Corporation & plc is the only entity in the world to be included in both the S&P 500 and the FTSE 100 indices.



Carnival Cruise Lines is the most popular and most profitable cruise line in the world. The leader in the contemporary cruise sector, Carnival operates 21 ships. Carnival ships cruise to destinations in the Bahamas, Canada, the Caribbean, the Mexican Riviera, New England, the Panama Canal, Alaska, and Hawaii with most cruises ranging from 3 to 7 days.



Princess Cruises operates a fleet of 17 ships deployed around the globe calling at more than 200 ports worldwide. Princess is the only premium cruise line that offers a resort-like experience with flexible dining and entertainment options. Princess is also known for its contemporary, luxurious and innovative fleet of modern ships. Most cruises range from seven to 14 days in length, with some up to 30 days. Destinations include Alaska, the Caribbean, Europe, the Panama Canal, the Mexican Riviera, the South Pacific, South America, Hawaii, Asia, and Canada/New England.



Holland America Line is a leader in the premium cruise sector. Holland America operates a five-star fleet of 14 ships, and visits 280 ports in its primary destinations which include Alaska, the Caribbean, the Panama Canal, Mexico, South America, Hawaii, Canada, New England and Europe.



Seabourn Cruise Line epitomizes luxury cruising aboard each of its three intimate all suite ships. The Yachts of Seabourn are lavishly appointed with virtually one staff member for every guest, which assures superlative award-winning service as they sail to destinations around the world.



P & O Cruises is the largest cruise operator in the UK and the best-known cruise brand. The fleet includes Aurora, Oriana, Arcadia, Oceana, and Artemis. P & O Cruises offers cruises to the Mediterranean, the Baltic, the Norwegian Fjords, the Caribbean, the Atlantic Islands, and around-the-world voyages.



Cunard Line offers the only regular transatlantic crossing service aboard the world famous ocean liner, Queen Mary 2. Her equally famous sister, Queen Elizabeth 2, sails on unique itineraries worldwide serving both U.S. and UK guests. The 1,968-guest Queen Victoria rounds out the fleet. Cunard offers voyages across the globe, and at least one ship from the fleet completes a full circumnavigation of the world on an annual world voyage usually lasting around 110 days.



Ocean Village is a UK cruise brand which has been established to provide informal, contemporary, and affordable holidays at sea for younger people. Its cruise product emphasizes informality, health, and well-being. Ocean Village cruises in the Mediterranean in the summer and the Caribbean in the winter.



Costa Cruises is Europe's leading cruise line. Headquartered in Italy, Costa offers guests on its 12 ships a multi-ethnic, multi-cultural and multi-lingual ambience. Costa ships, sail to destinations in Europe, South America, and the Caribbean.



AIDA is the best-known cruise brand in the fast growing German cruise industry. With its four club ships, AIDAcara, AIDAaura, AIDAdiva, and AIDAvita, AIDA offers cruises to the Mediterranean, the Baltic, the Norwegian Fjords, Canary Islands, and the Caribbean.



P & O Cruises Australia caters to Australians. Its contemporary product, Pacific Star, Pacific Sun and Pacific Dawn, offer seven to 14 night cruises to New Caledonia, Vanuatu and Fiji from the home ports of Sydney, Brisbane and Auckland.

Shipboard Departments

Approximately 15,000 crewmembers work onboard the Princess fleet, fulfilling Princess's commitment to service excellence. The shipboard staff is headed by the Captain, who has full responsibility and authority for the performance of the ship and the ship's company, and for the comfort and safety of the passengers.

There are three main departments onboard a ship, each of which reports to the Captain.

DECK DEPARTMENT

The Deck Department, headed by the Staff Captain, is responsible for safety related matters aboard the ship. This includes navigation, environment, public health, and maintenance.

TECHNICAL DEPARTMENT

The Technical Department, headed by the Chief Technical Officer, oversees all engineering, electrical and ventilation systems as well as vital connections between the ship and land points all over the world. This department works closely with the Deck Department.

PASSENGER SERVICES DEPARTMENT

The Passenger Services Department, also known as the Hotel Department, is headed by the Passenger Services Director and is responsible for all hotel service and revenue areas for passengers and the ship's company, as well as the preparation of all necessary documents, shipboard accounts, and financial matters.

Rank / Insignia

It is important for shipboard personnel to be able to recognize their fellow crewmembers and officers, if not by name, then by rank and department. The ship's company is made up of several departments working closely together. By providing mutual support, these departments create an atmosphere of safety and comfort, which are the hallmarks of Princess Cruises' reputation for excellence.

DECK DEPARTMENT (Gold Stripes – Black Background)

The Commodore (Solid Gold Bar surmounted by a Rising Sun) is the Senior Captain of the fleet and has the same responsibilities as the Captain when in command of a ship. The Captain (Four Gold Stripes surmounted by a Rising Sun) has full responsibility and full authority for the performance of the ship, ship's company and for the comfort and safety of the passengers.

TECHNICAL DEPARTMENT (Gold Stripes – Purple Background)

Headed by the Chief Technical Officer (Four Gold Stripes) who has overall responsibility for the Engine and Electro-Technical Departments.

ENGINE DEPARTMENT (Gold Stripes – Purple Background)

Headed by the Staff Engineer Officer (Three and a half Gold Stripes), who reports to the Chief Technical Officer.

ELECTRO-TECHNICAL DEPARTMENT (Gold Stripes – Purple Background)

Headed by the Staff Electro-Technical Officer, who reports to the Chief Technical Officer. (Three and a half Gold Stripes).

MEDICAL DEPARTMENT (Gold Stripes – Red Background)

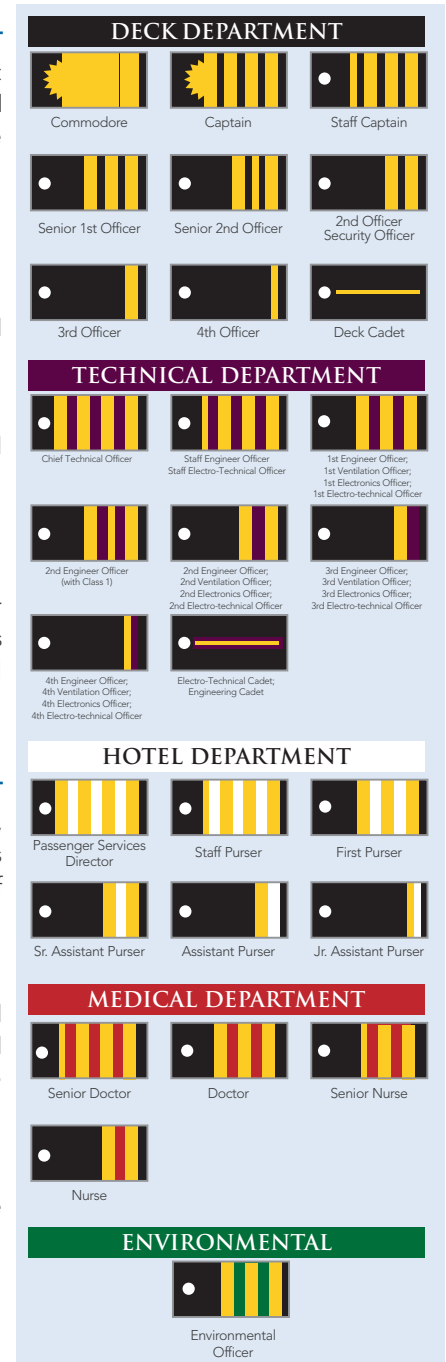
The Senior Doctor (Three and a half Gold Stripes). The Senior Doctor is concerned with the health and well being of passengers and ship's company.

HOTEL DEPARTMENT (Gold Stripes – White Background)

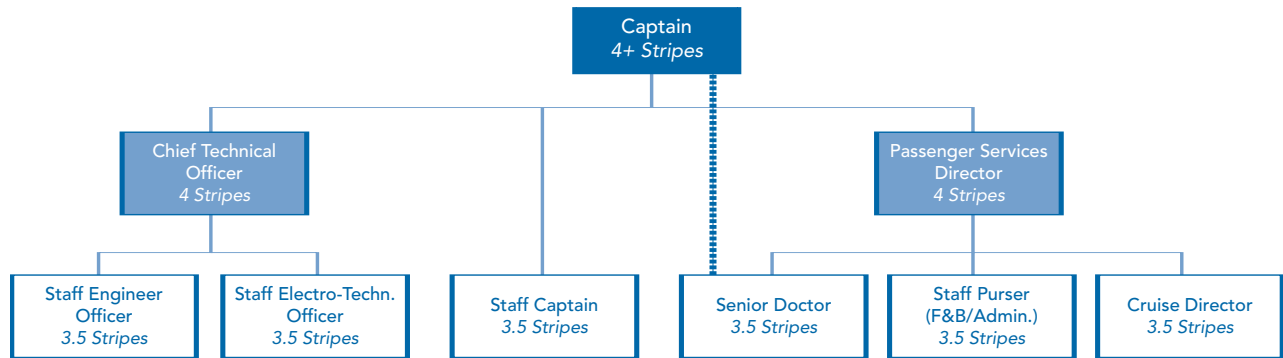
The Passenger Services Director (Four Gold Stripes) is responsible for all onboard hotel service areas for passengers and ship's company, as well as the preparation of all necessary documents, shipboard accounts and financial matters.

ENTERTAINMENT DEPARTMENT

The Cruise Director is responsible for all passenger entertainment and activities and has the equivalence of three and a half gold stripes. Although Entertainment staff do not wear Officer's uniforms, they are considered Officers onboard all Princess ships.



Executive Committee



Fleet Overview

Ship Name	Code	Tonnage	Pax Capacity	Crew Capacity	Registry
Sun Princess	SP	77,000	1,950	900	Bermuda
Dawn Princess	DP	77,000	1,950	900	Bermuda
Sea Princess	CP	77,000	1,950	900	Bermuda
Grand Princess	AP	109,000	2,600	1,100	Bermuda
Golden Princess	NP	109,000	2,600	1,100	Bermuda
Star Princess	TP	109,000	2,600	900	Bermuda
Coral Princess	CO	88,000	1,950	900	Bermuda
Island Princess	IP	88,000	1,950	900	Bermuda
Pacific Princess	PA	30,327	688	373	Bermuda
Tahitian Princess	TA	30,327	688	373	Bermuda
Royal Princess	RP	30,327	688	373	Bermuda
Diamond Princess	DI	113,000	2,600	1,100	Bermuda
Caribbean Princess	CB	116,000	3,110	1,142	Bermuda
Sapphire Princess	SA	113,000	2,600	1,100	Bermuda
Crown Princess	KP	116,000	3,080	1,200	Bermuda
Emerald Princess	EP	116,000	3,100	1,200	Bermuda

Princess Fleet

The Princess Fleet is divided into a number of ship classes. Ships within each class are considered “sister ships,” with identical or nearly identical structural design.

Grand Class

Grand Princess
Golden Princess
Star Princess
Diamond Princess
Caribbean Princess
Sapphire Princess
Crown Princess
Emerald Princess

Sun Class

Sun Princess
Dawn Princess
Sea Princess
Coral Princess
Island Princess

Explorer Class

Pacific Princess
Tahitian Princess
Royal Princess

Grand Class Ships

When the 109,000 ton Grand Princess (the first of the Grand Class ships) was inaugurated in 1998, she was the largest cruise ship in the world. Too large to transit the Panama Canal, the Grand Class ships carry up to or over 2,600 passengers and were designed so as to avoid having huge crowds of passengers in the same place at the same time. “Big ship choice, small ship feel” is the motto on these luxurious ships.

Features of Grand Class Ships:

- Digital photography studio
- Art gallery
- Wrap-around promenade deck
- 24-hour Internet Cafe
- Largest casino afloat
- Nine-hole putting course and golf simulator
- 24-hour buffet/bistro, plus round-the-clock room service
- Easy wheelchair access staterooms and most public areas
- A wide variety of bars and lounges, including a wine and caviar bar
- Multiple main dining rooms featuring Princess' unique Personal Choice Dining options
- Skywalkers nightclub and observation lounge suspended 150 feet above the water
- Wedding chapel featuring wedding-at-sea program officiated by the ship's captain
- Sports bar
- Hair salon, health center and spa
- Sports court and jogging track
- Unique show lounges
- Child and teen centers
- Poolside Pizzeria, Hamburger Grill and Ice Cream Bar
- Four pools - including one swim-against-the current pool
- 300 square foot Movies Under the Stars outdoor movie screen

Sun Class Ships

The introduction of the Sun Princess in 1995 marked the beginning of a new era in Princess ships, featuring more balconies, more dining options, more choice. When the Sun Princess was christened, she was the largest ship in the Princess fleet. Now, at 77,000 gross registered tons and carrying 1,950 passengers, the Sun Class ships are considered medium-sized. What's more, the Island Princess and Coral Princess boast an overwhelming 88,000 gross tons and are two of the most environmentally friendly ships afloat.

Features of Sun Class Ships:

- Art gallery
- Unique show lounges
- 24-hour Internet Cafe
- Crooners Martini Bar
- Nine-hole putting course and golf simulator
- Full-service spa with ocean-view gym
- Poolside hamburger grill, pizzeria and ice cream bar
- Easy wheelchair access in staterooms and most public areas
- Specialty restaurants - Sabatini's trattoria and the Bayou Cafe New Orleans restaurant
- Wedding chapel featuring wedding-at-sea program officiated by the ship's captain
- Sports court
- Specialty themed casinos
- Multiple dining rooms
- Expansive child and teen centers
- Four pools - including one for children
- Churchill's Cigar and Spirits lounge with humidor
- 24-hour buffet/bistro, plus round-the-clock room service

Explorer Class Ships

Though somewhat smaller than the rest of our fleet, these ships offer many of the luxuries found on our larger ships.

Features of Explorer Class Ships:

- Casino
- Swimming pools
- Show lounge
- Poolside BBQ grill and pizzeria
- Full-service Lotus spa with fitness center
- Easy wheelchair access in staterooms and most public areas.
- Jogging track
- Internet Cafe
- Library and Card Room
- Observation Lounge/Nightclub
- 24-hour buffet/bistro, plus round-the-clock room service
- Specialty restaurants - Sabatini's trattoria and Sterling Steakhouse

Policies & Procedures

It is the responsibility of each individual to adhere to all Company guidelines. Should a crewmember report for duty not having adhered to any of the policies, the Supervisor has the authority to request the crewmember to return to his or her cabin. Consistent violations regarding any guidelines may lead to disciplinary measures being taken.

HYGIENE

Regular attention is to be paid to hygiene by showering regularly, and by use of suitable deodorants including unscented underarm deodorants. Strongly scented perfumes or colognes are to be avoided. Particular attention is to be paid to finger nails, which should always be kept clean, well-trimmed, and of moderate length. Strict attention is to be paid to vessel and USPH rules on hygienic working practices. Staff feeling unwell and/or having open cuts and sores are to immediately seek medical attention.

APPEARANCE

Hair & Make-Up

Eccentric styles and hair dyed an unnatural color are not acceptable. Hair must be dried after washing and before coming to work.

Women: Hair must be worn in a neat, attractive and conservative style. Female staff working in the Dining Room or food service outlets are to ensure hair is worn up and off of the shoulders and away from your face. Those with long hair in the galley must wear their hair tied back and covered with a hair net. Make-up is to be tastefully applied and never excessive. Only neutral shades of nail polish are to be worn. For USPH reasons, nail polish is not permitted in the Galley.

Men: Hair and sideburns must be kept neatly trimmed and worn in a style which is neither excessively long nor short. Hair on men is to be no longer than the top of the collar. A clean-shaven appearance is required. Moustaches, beards and long sideburns are not permitted.

Note: Officers, deck and technical ratings and hotel staff in non-passenger areas may wear a neatly-trimmed beard, long side-burns and/or a moustache, but only with the permission of the Head of Department. The Company will consider departures from the provisions of this policy based upon religious beliefs.

JEWELRY

Jewelry is not a part of your uniform. The following only is permitted, although the suitability of item(s) is left to the discretion of the crewmember's supervisor:

- One watch
- One ring (signet or wedding band)
- One necklace/chain (worn beneath blouse/ shirt)
- Earrings (One in each ear. No hanging types. Women only).

No broaches or pins are to be worn other than your name badge and C.R.U.I.S.E. pin (worn on the left side).

TATTOOS AND BODY PIERCING

Tattoos are not acceptable when visible while a uniform is worn in hotel service areas. Facial piercing (e.g. nose, tongue, eyebrows) are not acceptable when on duty or when in passenger areas.

CAPTAIN'S STANDING ORDERS

Captain's Standing Orders are ship-specific instructions regarding a variety of issues. These orders are available to read in the Crew Office and Crew Mess. Please be sure to read and understand them.

COMPLAINT PROCEDURE

Should you have any problems with your work on the ship, you should first approach your supervisor. You can also speak to your Head of Department, the Personnel & Training Manager, the Captain or his deputy at any time.

CONFIDENTIALITY

The Company respects your privacy and equally, you are asked to respect the confidentiality of information concerning the Company. You must not, for example, release any information concerning the Company to outside persons. You must not discuss the internal affairs of the ship with the media or any third party.

WELFARE

Life in a closed community such as a ship can impose pressures which are not present in a shore environment. If you have any personal problems which you feel you cannot discuss with your immediate supervisor, you may request a confidential interview with the Personnel & Training Manager or Head of Department (e.g. hotel staff should arrange to see the Passenger Services Director).

CODE OF CONDUCT

Please ensure you have read the Principal Terms of Employment and Code of Conduct in their entirety. You have received this booklet from your recruitment agency. If not, please inform your supervisor or ask for one at the Crew Office.

HARASSMENT & RETALIATION POLICY

The Company's policy identifies that employees shall not be subjected to harassment or retaliation. We will promote a work environment free from harassment and retaliation while insisting that all employees be treated with dignity, respect and courtesy. Harassment or retaliation occurring in the workplace or in connection with work is counterproductive to the organization and will not be tolerated. The Company maintains a "zero tolerance" policy regarding harassment and retaliation.

RELATIONS WITH PASSENGERS – NON-FRATERNIZATION POLICY

The Company enforces a policy of non-fraternization with passengers. There is no such thing as allowable intimate relations with passengers. Any intimate relations or attempts at intimate relations – this includes asking a passenger to be alone, kissing, engaging in sexual relations, or any other similar behavior – will lead to dismissal. Such conduct may also be considered a criminal assault and lead to the arrest of a crewmember. Passengers are not to be invited to an officer/crew accommodation nor should an officer/crewmember visit a passenger cabin, unless required to do so in connection with their official duties.

A full copy of this policy is part of the Code of Conduct.

Living Onboard

Work schedules are arranged by Heads of Department and will vary depending on the position held and the itinerary of the ship. Most crewmembers are contracted to work seven days a week and there are no scheduled days off. Time off may vary greatly from one day to the next. Crewmembers are also required to take an active role in safety drills, in-port manning (you may be asked to remain onboard when in port), gangway/ embarkation duties and security duties. These duties are in addition to your regular job responsibilities.

On Joining the Ship

If you are new to the Company, you should make yourself known to the Crew Senior Assistant Purser (SAP), who will arrange for someone in your section or department to take you to your cabin, introduce you to your supervisor and to have you introduced to the various safety routines.

Sign-On Procedures

THE CREW AGREEMENT

Upon boarding you will become party to the ship's Crew Agreement, also known as the Ship's Articles. This is an official document which details the contractual employment conditions together with your statutory rights under certain circumstances and which incorporates your Principal Terms of Employment. A copy of the Crew Agreement is displayed on a notice board by the Crew Office. You may also view the Crew Agreement in the Crew Office during opening hours. You should ask the Crew SAP if you have any questions or need any clarification.

PASSPORT/VISA/IMMIGRATION/CUSTOMS

You will be required to surrender your passport, including any relevant visas, and/or your Seaman's Discharge Book, if you have one, to the Crew Office upon signing on. It is the responsibility of each staff member to ensure that their travel documents and relevant visas are valid upon joining the ship and for their entire tour of duty.

In U.S. ports, non-U.S. staff members must always carry their I-95 Immigration form when ashore. This form is issued by a U.S. Immigration Officer at the first U.S. port after embarkation, following a call at a non-U.S. port. Every 90 days, in U.S. ports, Immigration officials will board and perform a full crew immigration inspection. When signing off the ship at the end of your contract, the I-95 form must be returned to the Crew SAP for presentation to U.S. Immigration and you will be given a replacement to surrender at the airport when leaving the U.S.A. If you lose or damage your I-95, you may be fined by the U.S. Immigration Service.

Upon disembarkation, you will also have to complete any required Immigration and/or Customs procedures, as advised by the Crew SAP. This includes completion of a Customs declaration form. It is your responsibility to ensure this is always kept up to date. If you wish to change your declaration, you must inform the Crew SAP as soon as possible as Customs officials can impose heavy fines for those staff who do not declare all items of value in their possession.

MEDICAL CERTIFICATES

You are required to hand over your medical certificate for safe keeping. It is your responsibility to ensure you are in possession of a valid medical certificate at all times and that the period of validity covers the entire tour of duty; it is not sufficient for a certificate to be valid merely at the time of signing on.

PERSONNEL & TRAINING MANAGER

For assistance or advice on crew welfare or any shipboard matter, from promotion to changing department, the Personnel & Training Manager is always available. Phone for an appointment or simply stop by during the posted office hours.

TIME OFF

Shore leave is approved by your supervisor and granted to off duty staff, beginning after the main passenger disembarkation is completed or sooner if advised by the bridge. Crewmembers should wait in their respective accommodation area until an announcement is made that it is clear to go ashore. Shore leave generally expires 60 minutes before sailing. Crewmembers should always check the gangway notice board for exact times.

Crewmembers who wish to go on a passenger tour should first ensure they are not scheduled for duty during the tour hours. Crew should ask their supervisor, who will then ask the Shore Excursion Manager on their behalf if space is available.

VISITORS PASSES

To obtain a visitors pass, you will need to ask your Head of Department no later than 48 hours in advance of the ships arrival in port. Your request will then be forwarded to the Staff Captain/Security Officer who will issue the pass. You are expected to meet your visitors at the gangway and stay with them at all times, while they are onboard. There may be limitations on the number or frequency of passes.

ACCOMMODATIONS AND MEALS

Most crew cabins and crew areas are located on decks below passenger areas. The majority of crewmembers are provided two-berth accommodations, with private bath facilities. Cabin-mates usually work in the same department, but may have conflicting work schedules. The cabins are small and storage and closet space is limited. Almost all cabins are equipped with a television and VCR or DVD player. Most cabins are also equipped with a telephone.

CREW CLUB

The Crew Club is an independent organization established to enhance shipboard life for all crewmembers on and off the ship. The Crew Club organizes barbeques, dart matches, discos, bingo, soccer games, etc. Crewmembers are encouraged to take part in Crew Club activities to add to their off-duty enjoyment.

CREW TV

Most cabins are equipped with a television and may have a DVD player. The Crew Club offers a selection of videos or DVDs available.

DINING ROOMS (MESSES)

Meals are served at designated times in designated crew areas. Food or drinks may not be removed from the Mess. As per United States Public Health (USPH) regulations, it is a disciplinary offense to prepare or consume food in staff cabins, work areas or in any place outside of the Mess.

DISCO

Staff discos are organized occasionally as part of the Crew Club activities.

FISHING

Fishing from the ships is prohibited. It may be possible to buy a fishing permit if you wish to fish ashore.

GYMNASIUM

Most Princess ships have a crew gymnasium for your use, so feel free to work out as often as your time off permits.

INTERNET CAFÉ

Internet access is available to crewmembers on all ships, a minimal charge applies. Also, a large majority of ports have internet cafés where crewmembers that have an internet address are able to send or receive e-mail messages. Some ships may even have a wireless internet service available for crew to access using their own personal computers.

LAUNDRY

Your uniform will be cleaned at the company's expense. There is a free staff uniform wash three times a week. See the crew notice board for details. In addition, you may use the staff laundrettes to do your own washing. Staff are not permitted to use the passenger laundrettes.

MAIL

Postage stamps for most ports of call may be purchased at the Crew Office, where you may leave letters for mailing. You can receive mail via the Port Agent for your various ports of call. Port Agents are individuals and/or companies who provide support and service to the ship while it is in port. A list of Port Agents for your ports of call will be given to you onboard your ship.

POOL/SUNBATHING

Crew pools and deck areas are available on most ships for use while off-duty.

QUIET HOURS

Quiet hours will be posted in staff areas. Noise must be kept to a minimum during these times. Be respectful of your fellow staff when returning to your cabin late at night.

SHIP'S COMMITTEE

It is in your own interest to support both your working and living environment. Once a month, a meeting is held with representatives of all the departments onboard. These representatives, from all ranks, form the Ship's Committee, which exists to promote onboard communication and consultation. Any suggestions you may have for the benefit of your working or living environment, should be passed to your representative to be raised at the Ship's Committee Meeting.

STAFF RECREATION ROOM

Each ship has a Staff Recreation Room and bar. Hours of operation will be displayed in crew areas. The Staff Recreation Room and bar are operated as a cash-free area. A Crew Cash Card will be given to you when you sign-on. The facility is equipped with televisions, sound system, video games, beverage service and, on some ships, a dance floor.

TELEPHONE CALLS

Placing and receiving telephone calls onboard can be expensive due to the satellite connection. Depending on the location of the ship. It may not always be possible to access a line. Satellite telephones are operated by a phone card and are located onboard. Telephone Calling Cards are available for purchase in the crew office and can be used onboard or ashore.

UNIFORM LOCKER

The uniform locker stocks replacement items for your uniform, which can be purchased at cost price. The uniform locker also stock male safety shoes, male tropical white shoes and male black formal shoes. The uniform locker does not stock training shoes or women's shoes.

Cabin Guidelines

In making your cabin a home-away-from-home, you deserve the best possible living conditions, as well as the highest standards of maintenance, safety and hygiene. The following is meant as a constructive guideline for crew who are responsible for their own private accommodation, regardless of whether the cabin is single or shared.

ASSIGNMENT OF CABINS

Assignment of cabins is based on the staff member's job and rank. Upon completion of your contract, you are expected to remove all your personal effects and leave the cabin in a clean and tidy state ready for the next occupant, with clean sheets, towels, etc. for them. Most likely, you will share your cabin. If you share your cabin with another staff member, you will also share toilet and shower facilities. Those who smoke will be asked not to smoke in their cabin if assigned with a non-smoker.

PASSENGER RESTRICTIONS

Under no circumstances are passengers allowed in any crew area. Do not invite passengers into any area designated "for staff only" including staff cabins and the staff Recreation Room. Any staff found inviting passengers into crew areas will be disciplined and are subject to discharge.

ELECTRICAL SYSTEM

All appliances, transformers, etc. including audio, visual and computer equipment must be presented to the Chief Electro-Technical Officer at the Portable Appliance Testing (PAT) session for checking as to their suitability for the ship's voltage supply and for safety. Non-fused transformers, cup heaters, any form of food heater, kettle, cooker, heaters (including dehumidifiers) or irons (except those supplied in the crew laundrettes) are prohibited. The electrical supply in crew cabins is 110 or 220 volts depending on the vessel.

CREW CABIN INSPECTIONS - ROUNDS

You are responsible for looking after your own cabin and keeping it clean and tidy at all times. Once a week, staff cabins are inspected by senior personnel: advance notice will be given to you. Your lifejacket and blue emergency card should be placed on your bunk for rounds.

MEALS

Breakfast, lunch and dinner are served in designated mess areas and are free of charge. Alternative dining options are available in passenger areas for staff with deck privileges at designated times. A charge may apply. It is prohibited to take food from any mess into your cabin.

General Advice

- Do not invite fire by taping paper/plastic or placing hats or cloths over light fittings.
- NEVER hang clothes from fire sprinklers.
- Use the bunk ladders and siderails, if provided.
- Have your electrical items checked and certified by the Electricians onboard.
- Never overload electrical sockets.
- Keep your hat and warm clothing with your life jacket. Imagine having to find these items in a hurry and possibly in the dark.
- Unlike at home, the services of a Plumber, Electrician, etc. are free onboard. Ensure your cabin is well maintained by reporting any defects immediately.
- Keep noise to a reasonable level and always consider your cabinmate and neighbors.
- Every voyage your cabin is inspected in accordance with Maritime Law to help you maintain the best possible living conditions.
- Do not keep valuables or large quantities of cash in your cabin. These can be held in safe keeping at the Crew Office.
- When you finish your contract, leave your space clean and tidy (including closets, cupboards and drawers).
- Before leaving the ship, ensure all keys are returned.
- Make the bed after you get up. A neatly made bed gives an immediate positive impression.
- Be tidy with your clothes and personal belongings.
- If you share a room, extend the same consideration you would expect to receive.
- Thoroughly clean your shower bulkheads every week. If you share a cabin, clean it in turns.
- You should change the bed linen and towels at least once a week.
- Turn your mattress every month - it will stay comfortable longer.
- Request free personal soap and toilet tissue from the Linenkeeper. Bar soap should not be shared between cabinmates.
- Uniforms are laundered free of charge. Save space in your closet by returning hangers to the Laundry for re-use.
- Cleaning materials and chemicals are available free of charge. Please see the Crew Area Supervisor for supplies.
- Only ship-supplied cleaning chemicals can be used to clean your cabin/bathroom - other chemicals can harm the ship's eco-environment.
- There are vacuums and brooms available for crew use. They are easily accessible by asking the Crew Area Supervisor.
- Dispose of your cabin garbage responsibly. Take care to separate trash in the correct alleyway waste bins.
- If hanging pictures/photographs to bulkheads, ensure the tape used is easily removable. You must leave the bulkheads in good condition.
- You may not stick anything on your cabin door or alleyway bulkheads.
- Do not take food into your cabin (other than prepackaged candy) as this may encourage insect infestations.
- Only flush toilet tissue. The shipboard system is not designed to deal with any other items.
- Your shower curtain must be cleaned regularly or changed if damaged.
- With regard to all officer-equivalent cabins, Officer Stewards will provide maintenance under the guidance of the Crew Area Supervisor, who performs continual assessment of the housekeeping procedures and standards.

Passenger Areas

Public rooms and passenger areas (with the exception of the Casino) may be used by crewmembers with passenger deck privileges, subject to Captain's Standing Orders. The use of these facilities is based on the premise that passengers must never be inconvenienced or displaced. Always vacate an area if there is insufficient passenger space and never sit in groups of more than four. Use common sense, courtesy and discretion when using public areas on or off duty.

DRESS CODE

Crewmembers must be dressed in the appropriate uniform with their name badge and C.R.U.I.S.E. pin at all times when in passenger areas. The same requirement applies even if you are off duty in a passenger area.

ELEVATORS

You may not use passenger elevators unless specifically instructed to do so. Separate elevators are provided for crew to use.

PUBLIC DECKS

Crewmembers with deck privileges are permitted on public decks when off duty, with restrictions. Traveling from one end of the ship to the other must be via a crew deck wherever possible. Crewmembers will be advised by their Head of Department if they have passenger deck privileges. Crewmembers are not allowed in passenger staterooms at anytime, except when necessary to perform required duties.

CINEMA

Crewmembers with deck privileges are allowed in passenger cinemas, but are required to wear their uniforms. Check with your supervisor to learn when you may use this facility.

SHOPS

Discounts are given on certain items. If the shops are busy with passengers, return at a later time or as requested by the Boutique Manager.

BEAUTY SALON

Crewmembers are to use discretion with regard to the use of the ship's Beauty Salon. Contact the Salon staff to schedule an appointment. Port days are usually best for scheduling appointments since most passengers are ashore. However, it is possible that appointments may be rescheduled in cases when a passenger requests a time already booked by a crewmember.

PHOTOGRAPHS

Crewmembers may purchase photographs and have their own films processed on board at a discounted rate. Drop boxes for crew film are outside the photo lab in crew areas.

POOL

Crewmembers are not allowed to sunbathe or use the pools in passenger areas while the ship is at sea. When in port, crewmembers with deck privileges may use designated decks for sunbathing, as advised by their supervisor. Additionally, the Captain's Standing Orders may allow officers to use certain passenger open deck areas while the ship is at sea. Crewmembers are not allowed to use passenger Jacuzzis at any time.

PASSENGERS' GYMNASIUM

Crewmembers with deck privileges are allowed to use the passengers' gymnasium at designated times.

CHURCH SERVICES

All crewmembers are welcome to attend any of the passenger church services, which are held onboard. The appropriate uniform will be worn and permission obtained from the crewmember's supervisor.

Payment of Wages

Crew are paid cash onboard at the end of each month by the Crew SAP, with the exception of those paid by direct deposit to a nominated bank account. Wages accrue from and including the day the crewmember signs the Crew Agreement onboard and up to and including the day when the crewmember signs off the vessel.

Compensation for periods of less than one month is prorated. The monthly wage paid to each crewmember shall be in accordance with the wages in effect at the time and as set out in each individual crewmember's wage acceptance form. After allowing for statutory and/or authorized deductions, the wage shall be paid to the crewmember directly.

Banking

Safety Deposit Envelopes: We recommend you do not keep large sums of money or valuables in your cabin. The use of a sealed security envelope is available to you in the Crew Office, which will be secured in a safe.

Remittances: The Crew Office can arrange for you to wire money to a bank account ashore. There is a \$20 fee per wire (non refundable) and you must provide the full account name, bank account number, bank sort number and swift code to receive this service.

Check Cashing: Travelers Cheques may be cashed by the Crew SAP. Crewmembers with a U.S. bank account may cash personal checks to the limit of \$250 USD per seven day cruise. Note: A charge will be levied in cases where checks are returned by the bank and the privilege may be withdrawn.

Exchange of Currency: The working currency onboard all Princess ships is the U.S. dollar (USD). Where necessary for the ship's cruising area, other currencies may be bought or sold at the Crew Office. Note: If onboard a Princess vessel operating under P&O Australia, the ship's currency is the Australian dollar.

Uniforms

Part of the C.R.U.I.S.E. program credo states: "Our uniforms are immaculate." Therefore, your uniform helps to create a good impression.

Your uniform, together with the appropriate shoes, as per the Uniform Policy and Procedures Manual, are to be worn at all times when on duty. Furthermore, the uniform is to be spotlessly clean and neatly fitting. It must also be properly pressed and in good condition. No objects are to be carried in pockets where they are visible.

Your name badge and your C.R.U.I.S.E. pin are very important parts of your uniform and you must wear them at all times while on duty. Decorations on your name badge are not permitted.

Shoes must always be clean, polished and in good condition. Conservative styles are to be worn. For women, this includes rounded toes and low heels. For safety reasons shoes with open toes, open heels, or sandals are not permitted while on duty. With a uniform consisting of skirts or dresses, panty-hose/stockings/tights in black or neutral shades are to be worn when on duty. Seams and other decorative features are not permitted.

Although dirty jobs may be performed, every effort should be made to remain neat and clean. Where required, safety shoes and clothing must be worn.

Free Issue: Upon first joining the Company, all employees will receive their uniform issued free of charge.

Additional Uniform Requirements: Additional uniform items may be purchased at the Company's cost price. Uniform shoes (except safety shoes) are the responsibility of each individual to supply.

In circumstances where a uniform is damaged beyond the individual's control (e.g. by oil, paint, etc.) making the uniform unacceptable for use in passenger areas, the Department Head, in conjunction with the Staff/First Purser Administration, may authorize a replacement free of charge.

Ownership and Maintenance of the Uniform: Each employee is responsible for maintaining his or her uniform in an immaculate and attractive condition. Each individual is responsible for taking his or her uniform when disembarking at the end of the contract, and for ensuring it is properly stored, maintained and clean when not in use. In addition, employees are to ensure they pack their uniform so it is pressed and readily available to wear upon embarkation.

Uniform Policy and Procedures Manual: Full details and photographs of uniforms, for all shipboard employees, can be found in the Uniform Policy and Procedures Manual. A copy is held onboard by the Passenger Services Director.

C.R.U.I.S.E.

Cornerstone Statement:

At one point in every day, one of our customers will come into contact with one of us, the Princess employee, and at that moment in time, we will be Princess. Our entire reputation as a company will be in our hands, and we will make an impression. The impression will either be good or it will be bad, and we will have spoken to our customers more loudly than all our community involvement, all our advertising, and all our public relations put together.

Princess Cruises takes great pride in the fact that personnel working onboard all its ships consistently generate one of the highest passenger satisfaction scores in the industry.

This is in part the result of a program called **C.R.U.I.S.E.**
Courtesy **R**espect **U**nfailing **I**n **S**ervice **E**xcellence



Developed and introduced onboard in 1996, the program reinforces the Service Credo, which consists of ten service statements, and rewards crewmembers for working together to provide the finest possible experience for their passengers. Crewmembers proudly wear their C.R.U.I.S.E. pin and display their Service Credo cards, reminding them that they are there to serve the needs of their passengers and to take ownership of their actions at all times. The program has been highly successful and is an important part of every crewmember's daily life aboard a Princess ship.

The Service Credo Will Be Known, Practiced, Owned, and Energized by all.

SERVICE CREDO:

1. We strive to be the very best. We do the best job we are capable of all the time in every part of the ship, we are proud of what we do.
2. We react quickly to resolve guest problems immediately. We do everything possible to please our passengers.
3. We smile; we are on stage. We always maintain positive eye contact and use our service vocabulary. We greet our passengers: we tell them "Certainly," "I will be happy to do so," and "It will be a pleasure."
4. We are friendly, helpful and courteous. It is the Princess way. We treat our guests and fellow crewmembers, as we would like to be treated ourselves.
5. We are ambassadors of our cruise ship, when at work and at play. We always speak positively, and never make negative comments.
6. Our uniforms are immaculate. We wear proper and safe footwear that is clean and polished; we wear nametags, and our C.R.U.I.S.E pins. We take pride and care in our personal grooming.
7. We are positive. We always find a way to get it done. We always try to make it happen. We never give up.
8. We use proper telephone etiquette. We always try to answer within three rings and with a smile in our voice. If necessary, we always ask if we may place our customers on hold, and we eliminate call transfers whenever possible.
9. We are knowledgeable about all cruise-ship information and always recommend the shipboard services.
10. We never say "no." We say, "I will be pleased to check and see." We suggest alternatives. We call our supervisor or manager if we feel we cannot satisfy our guest's needs.

The Five Points of Light

1. **The Moment of Truth** — The moment a passenger comes into contact with a crewmember and forms a first impression is the Moment of Truth. You have the power to create a positive experience for our passengers and should strive to make each encounter represent the best of Princess Cruises.
2. **Internal Customers** — If you are not serving a passenger directly, you are serving someone who is. As a Princess Cruises crewmember, you have a specific job to perform onboard. By serving your fellow crewmember, the internal customer, with courtesy and efficiency you are providing the same service to our passengers.
3. **Teamwork** — You will be a part of a large team of people with a common goal; to work together to provide the finest possible experience to each of our passengers in every area of the ship during every moment of their cruise.
4. **Greeting** — The warmth and friendliness of the onboard crew is of paramount importance and is one of the most significant points of difference that you can bring to the passengers cruise experience. You must therefore always observe this requirement and never pass a passenger without offering the greeting of Good Morning, Good Afternoon or Good Evening. If you recognize the passenger and are able to greet them by their name, the greeting is even more meaningful.
5. **English Only** — The great majority of Princess passengers speak English as their first language. It is uncomfortable for passengers to observe crewmembers speaking to each other in languages other than English. You must therefore observe this rule, which requires you to speak only in English while in passenger areas.

As a Princess crewmember you will be expected to demonstrate these five Points of Light and to go out of your way to exceed the expectations of our passengers, allowing them to enjoy the perfect vacation.

Basic Food Safety & Hygiene

Hand Washing

The most critical aspect of personal cleanliness is frequent and thorough hand washing. Very often, it is dirty fingernails that create a hazardous condition by contaminating a food product. Hand washing must be regular and must follow any act that offers a possibility for the hands to pick up a contaminant.

Thorough hand washing should always be done before and/or after the following activities:

- Using the bathroom.
- Entering the food preparation areas and handling any food.
- In between handling raw and cooked food.
- Combing or touching your hair or any part of your body.
- Eating, smoking, coughing or blowing your nose.
- Handling food waste or refuse.
- Handling cleaning chemicals.
- Using gloves.
- Using the telephone.

Each one of these everyday actions has the potential to contaminate the food handlers' hands. Clean hands are so critically important that all employees should know the correct procedure for hand washing.

Correct Hand Washing Procedure



1. Using a designated hand wash station, wet your hands with warm running water.



2. Apply liquid soap.



3. Work soap over all surfaces of hands, including wrists, back of hands, between fingers, and fingertips for at least 20 seconds.



4. Rinse hands thoroughly under warm running water.



5. Dry hands with single-use disposable paper towels. Use the paper towel to turn off water when done.

Personal Hygiene

HAIR

Hair and dandruff may contaminate food if the hair isn't properly covered. Combing hair and adjusting head coverings should not take place in food preparation areas. Do not run your hands through your hair, scratch your scalp, or touch your hair as it may end up in the food.

BOILS, INFECTED CUTS AND SKIN INFECTIONS

Unprotected wounds are sources of disease-causing bacteria and may expose you, our passengers and crew to infection. All boils, cuts and skin infections must be reported to your immediate supervisor and/or the Medical Center. These wounds and open sores must be covered. Bandages or plasters placed on hands must be blue to be clearly visible and covered with waterproof, disposable plastic gloves that will protect the food and the food handler. Care must be exercised so that bandages or plasters do not fall off into food when the gloves are removed.

NOSE, MOUTH AND EARS

About half of all adults carry a potentially harmful bacterium called *Staphylococcus aureus*. *Staphylococcus aureus* is not harmful to the carrier but it can be harmful to other people, especially if it contaminates ready-to-eat food. Sneezing and infrequent handwashing are common ways to spread this bacterium.

SMOKING

Smoking or using tobacco in any form while preparing or serving food or while in areas used for washing is prohibited, as it can contaminate fingers with saliva.

JEWELRY

Items such as rings, bracelets, and watches collect soil and are difficult to keep clean. They can also be lost while preparing food and become a physical hazard. Therefore, with the exception of a small plain wedding band without a gemstone, these items are prohibited from food preparation areas.

REPORTING ILLNESSES

It is your responsibility as a food handler to immediately report any illnesses to your supervisor before starting work. Your supervisor will contact the duty nurse to arrange for treatment. You should not handle food if you have any of the following symptoms:

- Diarrhea
- Vomiting
- Jaundice (yellow skin and/or eyes)
- Hand infections

TASTING FOOD

Never taste food directly from the stockpot using the stirring spoon. The correct procedure is to ladle a small amount into a dish and then taste from the dish using either an individually wrapped spoon or a plastic spoon that is stored with the handle facing up. Remove the dish to be washed and dispose of the spoon after each tasting. Never carry a tasting spoon in your pocket.

NOROVIRUS

Princess is pleased to offer our passengers safe and enjoyable trips. Viruses such as the Norovirus would ruin the relaxed environment, so Princess does its best to keep its ships as free from them as possible.

Norovirus is an extremely common and highly contagious virus that causes sudden vomiting and diarrhea. It is the second most reported illness (after the common cold), and it is estimated that 23 million people in the United State will suffer from this virus each year.

SYMPTOMS OF NOROVIRUS

Norovirus can be recognized by its symptoms. These symptoms include the sudden onset of:

- Vomiting
- Diarrhea
- Nausea

Symptoms - Feelings caused by an illness. We can use these feelings to identify the illness. If you feel sick, are sick or you have diarrhea, you must:

- Stop work IMMEDIATELY.
- Report these symptoms to your Supervisor.
- Contact the Duty Nurse.
- Practice good personal hygiene, including always washing your hands after using the toilet or being sick.
- Follow your Supervisor's instructions of how to clean your cabin.
- Remember that failure to immediately report these symptoms will be viewed very seriously by the Company and will lead to disciplinary action.

STOP THE SPREAD

Norovirus is spread through person-to-person contact, by touching an infected person and not washing your hands afterward or being close to someone when they are ill. It can also spread by eating affected food or touching surfaces that have been used by an infected person.

Surfaces - In this case, things like handrails, elevator buttons, doorknobs, and food utensils.

The simplest and most effective way to stop the spread of Norovirus is to wash your hands frequently and thoroughly before and after eating, drinking and smoking. Always wash your hands after using the toilet and before going to work. Avoid touching your mouth, and don't touch surfaces that are touched by many people. If you do, wash your hands afterwards.

PROPER HAND WASHING

1. Wash hands well with soap under warm running water for 20 seconds.
2. Always clean hands and wrists.
3. Pay close attention to underneath fingernails and between fingers.
4. Use liquid soap only. Bars of soap can spread viruses.
5. Rinse hands well under running water.
6. Use a disposable (paper) towel to turn off the water, thoroughly dry your hands and open the bathroom door.

PUBLIC INCIDENTS

If you see someone who has become sick in a public place:

- Clear the immediate area of all passengers and crew.
- Cover the debris as soon as possible with paper towels, napkins or other absorbent items that may be nearby.
- If the sick person is still at the scene, call the Duty Nurse and stay with them until assistance arrives.
- If they want to leave, ask for their stateroom number so the medical team can contact them.
- Ask other crewmembers to keep the area clear.
- Report the incident.

After you leave the scene you should take care of yourself.

- Go directly to your cabin.
- Take a shower.
- Change into a clean uniform.
- Send uniform for special laundry cleaning.
- Return to work.
- Monitor your health for signs of stomach illness.

THE "HIT SQUAD"

The Hit Squad is a group of specially trained crew who:

- Quickly and safely clean up affected areas.
- Are trained in specialized sanitation procedures.
- Respond 24 hours a day, seven days a week.
- Needs your help to act quickly by you reporting any sickness as soon as you see it.

Norovirus is also known as Norwalk Virus or NLV.

SHIPBOARD OUTBREAKS

In the event of an outbreak, the ship's Norovirus Action Committee meets to organize a response. The response will depend on the number of sick people being seen by the medical staff.

If the ship goes to Level Red, the following may occur:

1. Self-service buffets are closed.
 - Passengers are served at the buffets.
 - Delays to passengers and possible decrease in their enjoyment of their vacation.
 - Additional work for crew, as more people are needed to serve food and clean.
2. Crew activities are limited to reduce possible spread of virus

A shipboard outbreak can also have other negative effects.

- The ship's itinerary may have to be changed to allow more time for cleaning in between cruises.
- A Cruise may be cancelled, especially if more than one cruise has an outbreak. It is very important to follow your Supervisor's cleaning instructions to stop this from happening.
- Bad publicity – all outbreaks that affect more than 2% of either passengers or crew on ships sailing in the USA are reported on a public website.

VIRUSES

In addition to Norovirus, the other major virus that cause foodborne illness is Hepatitis A virus. Both are transmitted to people through contaminated food and water. Waterways can become contaminated by sewage containing the virus, which in turn may contaminate shellfish living in these waters, causing an infection in those who eat the shellfish. If potable water becomes contaminated and is used to wash hands or produce, the viruses may spread, resulting in major foodborne illness outbreaks. Food can also be contaminated by infected food service personnel who practice poor hygiene, particularly after using the toilet.

Since the water onboard the ship is safe, practicing good personal hygiene becomes the key to preventing foodborne illness caused by viruses. To protect yourself, avoid touching your mouth and food with your hands. Wash your hands frequently especially after using the toilet, coughing or sneezing, and before eating, drinking or smoking.

HEPATITIS A

Hepatitis A is a viral infection of the liver. It is highly contagious and is transmitted by eating contaminated food or water or through close personal contact (e.g. sharing utensils). It causes fever, fatigue, jaundice (yellowing of skin and eyes), loss of appetite and vomiting.

HOW TO STOP FOOD CONTAMINATION

- Keep food covered.
- Use gloves when handling ready-to-eat foods and raw vegetables.
- Always keep raw and ready-to-eat food separate.
- Use only clean cloths for wiping surfaces.
- Wash, rinse and sanitize regularly.
- Maintain high personal hygiene standards.

Your Future with Princess

Your partnership with Princess can open doors to career opportunities. The various programs described below will enable you to develop your skills and reach your highest career potential. For advice on career and promotion options, make an appointment to speak with your Supervisor or the Personnel & Training Manager.

CAREER PATH PROGRAM

Crewmembers have an opportunity to transfer from one department to another as long as they meet the requirements for the position, there are openings, and the transfer has been approved. Interested crewmembers must advise their current supervisor of their desire to apply for another position by completing and submitting the "Career Path Transfer Request" form along with a résumé/C.V. outlining their skills and experience relevant to the new position.

To be eligible, applicants must have completed at least one contract with the company, must have received a midterm appraisal score of no less than four for crew and no less than two for officers for their current position, and may not have any disciplinary action on record during their current contract. Candidates will be interviewed onboard and approved applications will be forwarded to the Fleet Personnel Department in Santa Clarita for final consideration.

PERFORMANCE APPRAISAL SYSTEM

Appraisals are intended to encourage staff to become more aware of their individual strengths and weaknesses, thereby assisting in their personal and career development. The company's appraisals also enable shipboard and shoreside management to effectively monitor individual performance so as to improve the overall effectiveness of the staff onboard. Appraisals are also used to determine re-employment at the end of a crewmember's contract.

SERVICE RECOGNITION

Princess Cruises wants to recognize crewmembers who consistently exceed expectations. In order to do so, passengers are asked to identify such crewmembers by completing "You Made the Difference" cards (BLUE) located in passenger staterooms. Crewmembers are also allowed to complete a "You Made the Difference" card (GREEN) recognizing fellow crew. Completed cards are given to the shipboard C.R.U.I.S.E. committee for review. These cards are an important consideration in the crewmember's career growth as well as in the selection process for the Employee of the Month.

EMPLOYEE OF THE MONTH

An Employee of the Month is selected for each ship in the Princess fleet. The recipient of the Employee of the Month award is recognized by his or her fellow crewmembers, supervisors and passengers for outstanding service. Passengers and crewmembers nominate a crewmember to the onboard C.R.U.I.S.E. Committee, which makes the final selection.

SERVICE SUGGESTION PROGRAM

The Service Suggestion Program asks crew to provide the service improvements. Suggestions forwarded by crewmembers are reviewed each month by the shipboard C.R.U.I.S.E. Committee. The best entries are forwarded to the shoreside C.R.U.I.S.E. Committee for final consideration. Winning suggestions are selected based on their positive impact, cost effectiveness and practicality.

PRINCESS U

Trainers are assigned on most vessels in the Princess fleet, facilitating various courses. The training is held onboard with class sizes of 15 to 25 participants. Course topics include Basics of Effective Communication, Leadership, Managing Your Emotions, Delegating Effectively, and Solving Problems as a Team. You can also continue to develop your English skills with both instructor-led and self-study programs.

Princess U also offers computer-based training courses, so even if you don't have a Fleet Trainer onboard, you can still take advantage of Princess U at your own pace. You can also take advantage of the How To Master series, which provides training on computer skills such as business writing, time management and using Microsoft software. See your Personnel & Training Manager to obtain a password.



Safety & Security

You are entering an environment which is very different from working ashore. As the ship may be hundreds of miles from the nearest Fire Station or Emergency Service, the ship's staff is the emergency service. You will be expected to carry out your part in the ship's Emergency Response Organization (ERO). Remember, emergencies can happen at any time and you should always be capable of carrying out your emergency duties.

ABANDON SHIP

This command is given verbally over the radio by the Captain. This will never be broadcast over the ship's P.A system.

ASSESSMENT PARTY

In the event of a fire or incident, the officer of the watch will call for the Assessment Party. This consists of a group of key personnel who will investigate the incident. No action is required by other crewmembers, although you should be aware of the location and listen for any further announcements or signals.

BLUE EMERGENCY STATION CARD

On joining your designated ship, you will be given a Blue Emergency Station Card by your supervisor. This card contains important safety information, and should be carried to all drills, together with your lifejacket, warm clothing and head covering. If you are in doubt about any of your emergency duties, ask your supervisor.

BOAT MUSTER STATION

This command is given verbally by the bridge. Ship's Company should proceed to their Boat Muster Station. This is where crew will assemble in the event they need to abandon ship.

CREW ALERT

The continuous ringing of the alarms indicates a crew alert. On hearing this signal, go to your cabin to collect your lifejacket, warm clothing, any medication and a head covering, then proceed to your crew alert position.

EMERGENCY DRILLS

These are a statutory requirement and are held regularly. You will be expected to take an active part in these drills. No one is exempt from these drills, unless permitted by the Staff Captain.

FIRE

Fire is one of the worst hazards at sea. If the fire is small, make ONE attempt to extinguish it. Then, if possible, telephone the bridge. In the case of fire, alarms and extinguishers are located throughout the ship. If you smell smoke or discover a fire, immediately sound the alarm by activating one of the red manual fire alarms located throughout the ship and restrict the fire by any fire screen doors.

GENERAL EMERGENCY STATIONS

Seven short and one long blast of the alarms and ship's whistle is the signal that alerts passengers to go to their cabins, collect their lifejackets, warm clothing and any medication, and then to proceed to their Muster Station.

IN-PORT MANNING

In-Port Manning is a procedure requiring a certain number of crew to stay onboard the ship while in port. In case of an emergency while docked, the ship must have enough crewmembers available to assist passengers, per statutory requirements.

LIFEJACKET

Your lifejacket is to be kept in its designated place in your cabin when not being used. It should not be kept in a locker, cupboard or anywhere else outside of your cabin. Should you not find a lifejacket when you embark, report this immediately to your supervisor. Should your lifejacket become damaged, tell your supervisor so that it may be replaced.

MAN OVERBOARD

If you see anyone jump or fall overboard, throw a life buoy or anything that floats over the side and inform the bridge as quickly as possible. The signal for man overboard is three long blasts on the ship's whistle.

PASSENGER DRILLS

Passenger drills are a statutory requirement and are held before the ship sails on each cruise and at different times thereafter. Your presence at these drills may also be required on advice from your supervisor.

SPLASH/ WATERTIGHT DOORS INSTRUCTION

The first safety induction will be given to you by the officer responsible for safety prior to the vessel's departure which will include instruction in the safe operation of watertight and splash tight doors. The watertight doors are highly dangerous and are for your safety at sea: should you find them in the closed position, do not open them. If they are about to close or are closing, for your own safety, do not walk through them. This is not only a disciplinary offense but is very dangerous -possibly even fatal.

SECURITY IDENTIFICATION

Each crewmember is issued a laminex security pass (A-Pass) with your photograph on it by the Security Office. This is your official ship ID and if lost must be reported to your supervisor immediately. It is a disciplinary offense to lose your laminex. Use of another crewmember's card is prohibited. To ensure the ship's safety and security, you are required to show your laminex photo ID when leaving and returning to the ship. When you leave the ship at the end of your contract, you are required to return your laminex pass to the Crew SAP.

HEALTH AND SAFETY

Your health and safety, and that of your colleagues, is of the utmost importance. Safety inspections are frequently carried out by the ship's officers and also by shore authorities. Please ensure that all safety instructions given to you are followed and that you report any safety hazards to your supervisor immediately.

- Hold handrails when going up and down stairs, or while moving about the ship in bad weather.
- Open decks are slippery when wet. When walking in these areas, use caution. Rubber-soled shoes are suggested.
- Many doors are fitted with self-closing devices. Retain a hold on doors as you pass through.
- Never stand on chairs or stools for any reason.

Protective clothing and safety equipment will be provided for those involved in work of a potentially hazardous nature. These must be used.

The Safety, Health, Hygiene and Environmental Committee meets monthly with elected representatives from all departments. Any suggestions you have for improving the safe, healthy and hygienic working of the ship should be given to your representative. However, you should not wait for the Committee meeting if you observe any unsafe practices or equipment.

MEDICAL

Each ship has a Crew Medical Center which is open during posted hours. Any essential medical treatment you might need is available either onboard or by referral by the Doctor to a facility ashore. If you are on prescription medication you should bring this with you. You are required to inform the Doctor of any medication you are taking. If you are in possession of a blood donor card and are willing to give blood in case of emergency, please register your details at the Medical Center. You must also report to the Medical Center if you feel ill, particularly with stomach sickness or diarrhea. Failure to do so may lead to disciplinary action.

ALCOHOL

The ability of a crewmember to perform his or her normal or emergency duties must never be impaired.

Incapacity through the influence of alcohol and/or inability to carry out duties which may compromise the safety of the ship or of any other person on board may result in discharge. Failure to comply with a request for an alcohol test will result in discharge.

ILLEGAL DRUGS

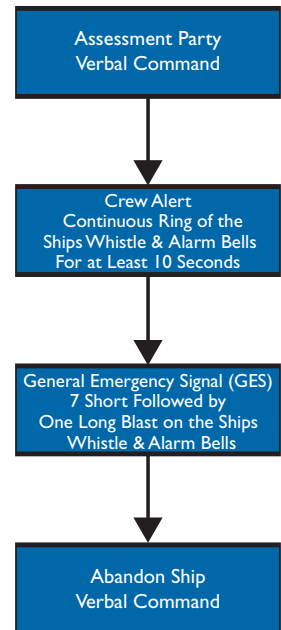
Be aware: Princess Cruises has a zero tolerance policy with regard to illegal drugs.

Each crewmember must be aware that the trafficking in, possession or sale of illegal drugs is a criminal offense and may result in criminal prosecution in the applicable jurisdiction. Conviction may result in lengthy prison sentences or in some jurisdictions, death.

DRUG HOTLINE – 1-800-404-1219 (ASHORE) OR 4444 (ONBOARD)

If you are made aware of any fellow staff member involved in drugs in any way, please call the DRUG HOTLINE, from any U.S. port or from a phone onboard. You will be connected to a recorded message. You do not need to leave your name or any details other than the name of your ship and the name of the staff member you are reporting for his or her involvement with drugs. All calls are taken very seriously and are confidential.

Emergency Signal Sequence



The Company fully supports all endeavors by law enforcement agencies to eradicate both drug abuse and trafficking and will therefore bring any evidence found onboard to the notice of the authorities. In addition, the Company will support legal proceedings against the individuals implicated. The unlawful possession or distribution of drugs by any staff member warrants instant discharge as well as possible legal proceedings and exclusion from further employment.

WEAPONS/CONTRABAND

Possession of prohibited weapons and contraband is strictly forbidden and may result in immediate discharge and possible prosecution.

Environmental Awareness

The oceans upon which we sail are the lifeblood of the planet. They affect our climate, our weather and our food supply and provide the habitat for millions of plant and animal species. If we allow them to be spoiled, our legacy to future generations will be diminished. To help protect our environment, Princess Cruises has implemented an environmental program acclaimed by a leading U.S. marine conservation organization as the "best waste management program in the business." It has been honored with several top environmental awards and is a company-wide initiative that goes far beyond what the law requires.

Princess Cruises is committed to full compliance with all U.S. and International laws regarding waste and garbage management. We are further committed to being industry leaders in the protection of the environment. It is the policy of Princess Cruises that all shipboard waste will be sorted at the source unless specified otherwise. All waste receptacles are clearly labeled as to the type of waste to be received. Each waste receptacle also has either a colored paint or colored tape to identify the waste type. Each type of waste receptacle also spells out, in bold letters, the type of waste to be received. You must be aware of the need to preserve the marine environment where you work.

Saying "No" to Dumping: Princess forbids any dumping. Our own policy is stricter than that required by current regulations.

Leap Forward By Cutting Back: The best way to dispose of waste is to produce less in the first place. So we've asked our suppliers to help and together we've cut down on millions of pieces of shipboard plastic.

Shipboard Recycling: Each ship is equipped with can densifiers, compactors, and glass and metal shredders. Today we can proudly claim the best solid waste management program in the industry.

Liquid Waste: Our modern ships are all equipped with full biological sewage treatment plants. Whether it is "black water" from toilets or "gray water" from dishwasher sinks and food pulpers, nothing harmful is released into the sea.

Spill Prevention: Princess monitors and eliminates the discharge of oily water from shipboard machinery spaces 24-hours a day and has Shipboard Oil Pollution Emergency Plans and Shoreside Emergency Response Plans in place and operational around the clock.

Hazardous Waste: We label and land all hazardous waste ashore for proper disposal. Ozone-depleting CFC's are being removed from our shipboard refrigeration equipment.

Conserving Water: Approximately 90% of the water used onboard is desalinated from seawater, but the process requires fuel. We encourage crew and passengers to conserve as much water as possible.

Everyone Reaps the Rewards: Princess draws great satisfaction in being honored with numerous awards for its work in protecting the environment. Princess is the only cruise line ever to be awarded the U.S. Coast Guard's Admiral William M. Benkert award, the Smithsonian Magazine/ASTA environmental award, and the British Airways' "Tourism for Tomorrow" award.

But the measure of our success is the health of our oceans. That's why we continue to invest in the latest waste management technology and all vessels in our fleet meet or exceed all relevant U.S. environmental regulations.

EMS AWARENESS TRAINING

We provide Environmental Management Systems (EMS) Awareness Training for all crew. Certain shipboard positions may require more comprehensive training or additional training modules, called EMS Advanced Awareness training. Conducted when you first join the vessel, this training is facilitated by the onboard Environmental Officer.

ENERGY SAVING

In keeping with worldwide efforts to conserve non-renewable resources, especially oil, please assist by switching off the lights in your cabin whenever you leave.

Shipboard Glossary

AFT	The rear of the ship.
ALLEYWAY	Any passageway on the ship.
AMIDSHIP	The middle of the vessel, between Bow and Stern.
BEAM	The width of the vessel at its widest part.
BELOW	The lower decks, downstairs.
BOAT	A boat is carried on a ship, e.g. a lifeboat.
BOW	The forward or front part of the vessel.
BRIDGE	The ship's command center, located forward, topside.
BOUY	An anchored float used for marking a position on the water, a hazard, or a shoal and for mooring.
BULKHEAD	Any of the partition walls used to separate various areas of the ship.
CABIN	A compartment for passengers or crew.
CREW AREA SUPERVISOR	Responsible for crew accommodations, cabin keys; report cabin defects to him/her
CREW MESS	Food provided 24 hours per day for crewmembers on duty
CREW OFFICE	Source for stamps, money exchange, uniforms, and safety deposit envelopes; see office hours posted on door
CREW POOL	Available on each vessel; location varies on each vessel
CREW REC ROOM	Includes bar area, lounge area, crew internet, crew library, crew shop
CROSS ALLEYWAY	Small corridor that connects one side of the ship to the other.
DEBARK	An abbreviation for the word "Disembark".
DECK	Floor.
DECKHEAD	Any of the partition ceilings used to separate decks of the ship.
DISEMBARK	To land or go ashore from a ship.
DOCK	In the strict nautical sense, a water space along a pier, wharf or quay in which a ship floats while being loaded and unloaded. In general usage, dock, pier, wharf and quay are used synonymously to mean the structure at which a ship ties up when in port.
DRAFT	The depth of water a boat draws.
EMBARK	To go aboard a ship to begin a journey.
FORWARD	The front area of the ship.
FREEPOR	A restricted zone at a seaport where duty-free import goods are sold.
GALLEY	The kitchen area of a ship.
GANGWAY	Location where the walkway is located to disembark the ship.
HELM	Generic term refers to the ship's steering wheel and the post to which it is attached.
HOLD	Interior of a vessel below decks where cargo is stored.
HULL	The main body of a vessel.
ILO	International Labor Organization
IPM	In-Port Manning, specific number of crewmembers required to remain onboard while the ship is in port, in case of an emergency
KNOT	A measure of speed equal to one nautical mile (6080-feet) per hour.
MIDSHIP	Approximately in the location equally distant from the bow and stern.
MOORING	An arrangement for securing a boat to a mooring buoy or a pier.
NAUTICAL MILE	One minute of latitude, approx 6080 feet, about 1/8 longer than the statute mile of 5280 feet.
OFFICERS MESS	Ship's Officers' dining room; check hours in Crew Joining Pack upon boarding
OVERBOARD	Over the side or out of the ship.
PIER	A loading platform extending at an angle from the shore.
PORT	The left side of a ship when looking forward.
PSD	Passenger Services Director, officer in charge of all aspects of the Hotel Department
PURSER	An officer who keeps accounts and/or attends to the passengers' welfare
SCUPPERS	The narrow drains below the ship's rails.
SOUNDING	Depth of water.
STABILIZER	A retractable 'fin' extended from either side of the ship for smoother sailing.
STARBOARD	The right side of a ship when looking forward.
STERN	The Aft (rear) of a ship.
TOPSIDE	The upper decks.
UNDERWAY	This term does not necessarily imply the ship is moving, only that the anchor is up or the lines are let go and she's ready to move.
WAKE	The frothy water churned up behind the ship by its propellers.
WEIGH ANCHOR	To raise the anchor.
WINDWARD	The direction towards the wind.