



Standard Procedures Manual ©

# WELCOME ABOARD! CREW GUIDEBOOK

# 11.02.00

Prepared by  
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Approved by  
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Authorized by  
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MSC Cruise Fleet

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**To all Manning Agents:** ensure that every embarking Crew Member (*referred to as CM - Candidate and/or Repeater*) receives a copy of this welcome guide and signs this front page – *this one-page receipt is to be retained by the Agent.*



# WELCOME ABOARD! CREW GUIDEBOOK

## RECEIPT

*When signing this page, it means you understand and accept all the conditions in this booklet. It also means you understand and accept the Rules (Section 11) and the Company's principles that prohibit intimidation, discrimination, sexual harassment, fighting, bullying, threatening and victimization.*

***You must agree to the conditions of this Welcome Aboard guidebook before you sign your contract.***

***Please sign and return it to your Agency.***

***Please remember must take this guidebook with you on board.***

**NAME**  **DOB**

**SHIP**  **POSITION**

**SIGNED & AGREED BY CANDIDATE**

**SIGNED BY MANNING AGENCY**

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

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

*A manning agent shall not charge registration fees, or any other mandatory placement fees which are not explicitly agreed on by the crewmember and authorized by MSC.*

*Immediately document and report any violation to: [crewcomplaints@msccm.co.uk](mailto:crewcomplaints@msccm.co.uk)*

The following Standard Procedure are attached to the guidebook: (also available on the Crew App)

11.07.01 – Shipboard Rules of Conduct

11.08.01 – Crew Complaint Resolution Procedure

**DMLC - part II references to Chapter 7 are now in Chapter 6**

*Rules, regulations, and statutory instructions in this Crew Guidebook conform to the protocols and requirements of the Maritime Labour Convention, 2006 (MLC-2006) and the International Transport Federation (ITF).*

## DMLC - PART II REFERENCES

1. **Minimum age (Reg. 1.1)** \_\_\_\_\_ **2.9**
2. **Medical certification (Reg. 1.2)** \_\_\_\_\_ **2.6**
3. **Qualification of seafarers (Reg. 1.3)** \_\_\_\_\_ **2.5 & 2.7**
4. **Seafarer's employment agreement (Reg. 2.1)** \_\_\_\_\_ **2.1**
5. **Use of any licensed or certified or regulated private recruitment and placement service (Reg. 1.4)** \_\_\_\_\_ **1.4**
6. **Hours of work or rest (Reg. 2.3)** \_\_\_\_\_ **9.3**
7. **Accommodation (Reg. 3.1)** \_\_\_\_\_ **5.2 & 6.10**
8. **On-board recreational facilities (Reg. 3.1)** \_\_\_\_\_ **6.13**
9. **Food and Catering (Reg. 3.2)** \_\_\_\_\_ **6.12**
10. **On board medical care (Reg. 4.1)** \_\_\_\_\_ **10.2 & 10.4**
11. **On board complaint procedure (Reg. 5.1.5)** \_\_\_\_\_ **10.1**
12. **Payment of wages (Reg. 2.2)** \_\_\_\_\_ **6.11 & 6.12**

### REVISION OUTLINE

Rev. 05	01-Jul-03	Ma Compliance with ISO9001-2000
Rev. 08	11-Nov-15	Compliance with RINA
Rev. 16	08-Nov-08	Certified ISO22000
Rev. 27	16-Apr-16	DMLC, MLC2006
Rev. 36	05-May-17	Malta ships included
Rev. 39	19-Jun-20	Pandemic addendum
Rev. 43	01-Feb-22	Guide review, couple SOP addition
Rev. 44	09-May-22	Add travel expenses to par. 6.11 and review par. 11.9 alcohol policy

# **Welcome Message**

*by MSC Cruises Executive Chairman and CEO*

Dear Crew Member,

Welcome aboard!

We are delighted to have you as part of our Crew. During the months ahead, you will be an essential member of the big MSC Family. As a family-owned company, we consider every single Crew Member to be a part of it. Furthermore, as a strong, independent business, we pride ourselves on looking after every member of our team.

From the moment you step on board, you will also become an ambassador of MSC Cruises' values. Wherever you go and whatever you do, whether on board or ashore, you will always be representing us.

Your smile, politeness, service, and spirit are what makes you and our Brand special. Be positive, friendly, warm, and full of the joy of life – our Guests will certainly appreciate it.

As a Company, we take pride in ensuring equal opportunities, offering every crew member career development option based on merit. To this effect, we have introduced clear career paths to allow talented, hard-working, and ambitious Crew Members to grow their jobs on board our ships, and also onshore.

As you start settling in the ship and her environment, we encourage you to carefully read this Welcome Aboard Guide as it contains important information that is essential for your success in the months ahead.

Wishing you fair winds and following seas,

Kindest regards,

Pierfrancesco Vago  
Executive Chairman

Gianni Onorato  
Chief Executive Officer

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## MASTER OF THE SEAS

Welcome to the MSC Family. You are now a Family Member of the biggest private shipping company in the world.

Founded in 1970 by Mr. Gianluigi Aponte, the Mediterranean Shipping Company has grown quickly to become one of the world's largest global shipping lines, with a modern Cruise Fleet that continues to grow at a breathtaking pace.

We believe that our winning difference is our People. YOU make the difference. YOU are the main reason our Guests keep coming back to MSC, and why we have become Masters of the Sea.

MSC has prepared this guide to support you settling in your new home.

### 1. Before you leave home

In most cases, you will have been recruited through one of the Manning Agencies partners with MSC Cruises. Before you leave your Country, you will need several important documents, and in most cases your Agency will be able to help you.

#### 1.1 What you will have to pay for

- To embark on MSC ships, you will need to provide the documents listed below. These are the **only documents** you will be required to pay or to advance the costs:
  - All regulatory training courses (STCW 95). These must be provided by a certified training centre. We recommend that you use a training facility where all charges are explained before you start any course. At the end of the course, you must receive a valid certificate to prove you have passed *Basic Safety Training, STCW, Crowd & Crisis Management and Security Awareness*.
  - A passport valid for at least one year.
  - A comprehensive Medical Examination that meets the requirements of MLC2006
  - A National Seaman's Book (if applicable)
  - A Panama Seaman's Book (if applicable) – the cost will be refunded.
  - If you are required to pay for a VISA, it will be refunded.

#### 1.2 What you must **NOT** pay for

It is illegal to pay for a job. It is illegal for your Agent or any other person onboard to accept money for this purpose.

Apart from expenses listed in section 1.1, no other payment should be made to embark.

You must never offer gifts or favours to anybody (to be re-hired, promoted, to move department etc.)

Your work performance will be followed by the MSC Crew Office, promotions will be based on fair

evaluations and no payment to third parties will allow you to change role or department.

If you are placed in a position where your Agent or any person on board is asking for money, favours or gifts from you, report this by sending an email to:

[crewcomplaints@mscem.co.uk](mailto:crewcomplaints@mscem.co.uk)

#### 1.3 The Maritime Labor Convention

Our contract with MSC has been prepared to fully meet the requirements of the Maritime Labour Convention of 2006 (the international protocol that protects the rights of Seafarers). These rules can be viewed at your Manning Agent, and you will also find a copy in the Crew Area on your ship.

#### 1.4 Your Manning Agent

Your Manning agent is licensed and competent to function as a legitimate recruitment agent for MSC. The Agent, who is MLC complaint and under contract with MSC Malta Seafarers Co. Ltd, must provide you with detailed receipts for any payments you make to them and following under section 1.1.

#### 1.5 Ship's Registry

Our ships are registered in The Republic of Panama, in Malta and in the Bahamas. This means that in addition to international laws and regulations, MSC Cruises also complies with the maritime regulation of Panama, Malta, and Bahamas.

## 2. Documents you will need

#### 2.1 Your Contract

When your position is confirmed by the Company, your Manning Agent must provide you a seafarer's employment agreement – your contract. This contract must clearly indicate your salary structure and (for certain positions) the structure of Service Charge Incentives and Commissions.

You must read and understand everything in your Contract, if unsure ask questions before you sign.

The company reserves the right to extend or reduce the crew members' contract as it sees fit, for business needs set out in the employment agreement.

The terms of your seafarer's employment agreement, as well as your compensation and benefits have been negotiated on your behalf by FIT/CISL, which is the representative Union for seafarers on our ships and is a member of the International Transport Workers' Federation (ITF). Details of the Collective Bargaining Agreement are available onboard.

#### 2.2 Your Guarantee Letter

As soon as you are scheduled to join an MSC Cruises ship, the Crew Department will send your Manning Agent a *Guarantee Letter*. When you get this letter, make a copy, and keep it safe.

### **2.3 Visas**

MSC covers the cost of all visas, but due to admin difficulties in some countries you may be requested to pay the Visa costs. The Visa cost will be refunded.

Make sure you **get a receipt** for your visa expenses to present to the Crew Purser.

Please note that MSC does not cover any associated costs such as services charges, rush fees, etc. unless previously authorized by the Company.

### **2.4 Documents and Trainings**

All documents must be provided to the Crew Purser, in original, upon boarding the ship. They will be returned to you when you disembark. It is recommended to maintain a copy for your records.

### **2.5 Basic Safety Training**

STCW 2010 requires all persons working on board to receive basic safety training or instruction in accordance with section A-VI/1 of the STCW Code.

You are required to have certification in STCW Crowd & Crisis Management, and STCW Proficiency in Security Awareness or STCW Proficiency in Designated Security Duties depending on your position. These courses are at your expenses.

### **2.6 Medical Examinations**

Before you join the ship, you must pass a medical examination by an authorized practitioner, who must comply with the requirements of the *International Convention on Standards of Training Certification and Watch keeping for Seafarers*. You are obliged to use the MSC forms unless differently instructed by MSC.

The medical examination can be arranged either by the Agency or by yourself, ensuring that you are using an approved clinic. The certificate must state that you are fit to work on board a Ship and It must include reference to your colour vision and hearing status. This certificate must be in English. It must be valid for no more than 2 years.

If the certificate expires while you are on board, the Ship Doctor will organise the renewal in the next available port with a qualified doctor (The renewal will be only valid for three months).

Any pre-existing condition, meaning any known illness, injury, or health condition that existed before been hired by MSC must be reported. If you are carrying any prescribed medication, it must be reported on the relative medical forms, and you need to have the doctor's prescription as proof.

Any false information, misrepresentation, or omission of facts are grounds for loss of benefits (including without limitation, medical benefits, sick pay, maintenance, death benefits, and disability benefits) and/or immediate termination of employment without appeal. Your medical documents will be scanned at the onboard medical centre and uploaded to the electronic health system (SeaCare) and returned to you promptly.

In times of pandemics, a more thorough medical examination will be performed by authorized centres, in compliance with current procedures. The agency oversees by assisting you and ensuring their compliance.

### **2.7 Specific Training**

Some positions require specific training, your agent will advise you about these if necessary

### **2.8 Couple Policy**

If you wish to share the cabin with your partner, please ask your Agency to provide you with the relevant policy to submit your request. Ref. SOP 11.06.11

### **2.9 Mandatory Minimum Age:**

To work onboard of our ships, all crew members must be at least 18 years old.

### **2.10 Mobile Phone**

Amongst other data, MSC needs to provide your mobile phone number to local partners at your embarkation port to organise your transportation to the ship and or to solve any logistic issue you may encounter during your travel.

## **3. Leaving Home**

### **3.1 Your airline ticket**

MSC will provide you with the tickets to and from the ship from your home airport. You are required to confirm your final home destination airport with your Agency, as this cannot be changed once onboard.

### **3.2 Packing your bags**

Storage space in your cabin is limited to the equivalent of one piece of luggage. Do not bring any valuable item onboard as not all ships are equipped with safes.

Check with the Agency the areas where you will be sailing, as you may need warm clothes.

Always keep all relevant documents close at hand and make sure you have a digital backup copy.

### **3.3 Luggage restrictions**

Airlines differ in their allowances for how many bags, weight, and size you can take on board with you. The Company will refund extra costs up to 40kg, only upon submitting the relevant receipt.

Weigh your baggage before you leave and tag every piece.

### **3.4 Cash/Credit Card**

Carry some cash (or credit card) to cover any personal expenses to make sure you have funds until your first payday.

## 4. Arrival at Destination

### 4.1 Immigration & Customs

Once landed at your destination you will need to go through immigration / passport control. If you travel in a group, stay together. Once cleared, collect your baggage, and proceed to customs control.

In case of loss of baggage, you need to report it at the airline lost baggage counter normally situated in the baggage arrival area. It is important that you provide the port agent address, as reported on the Guarantee Letter. You will need to provide a copy of the report to the Crew Purser once you arrive onboard for follow up on your behalf.

### 4.2 Arriving before Embarkation Day

Depending on flight arrangements, you may arrive at your destination the day before the ship's arrival. MSC will book a hotel and provide you with the relevant instructions on meeting points, transportations, and meals.

## 5. Getting on Board

*In the event of a pandemic outbreak a Medical protocol will be enforced and will affect onboarding procedures. Which could also include testing, vaccinations, quarantine periods and wearing a tracking device. In the event of testing positive, you may be transferred to an authorized shoreside facility and subsequently, as soon as it is negative, you will be either re embarked or repatriated.*

### 5.1 Embarking

An MSC representative will help you through embarkation formalities at the port and guide you to the gangway.

The ship's Security Officers will inspect your baggage and check your documents. You will then be taken to a waiting area.

The Crew Purser, and/or the HR Officer and/or an experienced crew member (Buddy system) will then inform you about the onboarding procedures, your cabin, where to get your uniform, badge, MSC Crew identification card and Crew Payroll Card.

They will also help you to familiarize with the life onboard, the common areas, and the standard procedures.

### 5.2 Cabin – for your safety and comfort

- If you are sharing the cabin, it is important to respect your fellow cabin mates.
- Alcohol It is not permitted in the cabin.
- Smoking is not permitted in you cabin nor anywhere on the ship, except from specific crew smoking areas.
- Tampering with detectors/speakers is prohibited.
- Heating appliances - such as irons, coffee machines, kettles, tattoo machines, etc. - are not permitted in the cabin

- Food is not permitted in cabins except for items in sealed containers or their original packaging.
- Any modification to the cabin is strictly prohibited.
- MSC assumes no responsibility for any money or personal items left in the cabin.
- If you see insects, report immediately to the Chief Crew Steward.
- You are required to report of any deficiencies found in the cabin to the Chief Crew Steward.
- Keep the cabin and bathroom tidy and clean.
- Change the linen on specified days.

## 6. Life onboard

*Living together means that cultural sensitivity and a positive attitude are essential. Working in a multicultural environment requires you to be respectful and open minded.*

### 6.1 Gender Identity

MSC Cruises recognises that individuals can identify with a range of different gender, and that gender identity may or may not be associated with the sex assigned at birth and gender presentation. As committed to a diverse and inclusive culture, MSC Cruises provides a supportive environment to gender identities, where the sharing depends solely on the will of the individual.

### 6.1 The MSC Crew ID card

Every time you go ashore and return to the ship, the card must be scanned at the gangway. If you lose your card, you must report it immediately to the Crew Purser. The Crew ID card is also used for all your purchases onboard (in the Crew bar, Crew Disco, in the shops etc.)

### 6.2 Name-Badge

You must always wear the name-badge, on and off duty, on uniforms and private clothes while on board. You must remove it when ashore, unless on duty.

### 6.3 The Official Language

The official working and safety language on all MSC ships is English. It is also the language used by Safety authorities in all countries. All safety and information notices are only in English.

### 6.4 Personal relationship

When engaging in consensual sexual activity, we encourage that protective steps are taken for both prevention of sexually transmitted diseases (STDs) and family planning. The onboard medical center can answer any questions you have on the topic.

### 6.5 Safety

The Safety Officer will give you a Personal Safety Guide and Vessel Familiarization Booklet. Familiarized yourself them and ask the safety officer should you have any questions.

A mandatory briefing and a compulsory safety exam in English will be arranged as soon as possible to ensure

that you have a clear understanding about safety, and your role in the safety organization.

Your participation to emergency drills is mandatory unless exempted by your department's head. However, you are required to attend at least one fire and one abandon ship drill per month.

During Ship inspections local authorities may ask you questions about safety equipment and procedures.

### **6.6 Training on board**

Training makes everyone proficient in their functions, keeps everyone informed about changes to procedures, and ensure that we are always ready to respond to situations that can arise.

Every crew member is subject to training, especially in the event of a pandemic outbreak, mainly to comply with precautions relating to hygiene and food handling. Time and attendance to training will be conducted by the HR Officer for those crew members who are new.

All training sessions are included in your working hours, except for Safety training can take place during working hours or when you are off duty. In either case, you must attend all mandatory safety training.

### **6.7 Probation period**

If you are joining MSC for the first time, you have a probation period to settle, to learn and perform well. You will find details about this important aspect in your contract under the heading *Probationary Period*.

### **6.8 Laundry facilities**

There are laundry facilities onboard where crew members can clean their personal clothing. Uniforms can be washed free of charge at the ship's main laundry.

### **6.9 Dry-dock, wet-dock and repairs**

Our ships are maintained and inspected to the highest standards. Periodically, this results in the ship being taken out of service for few weeks and you may be transferred to another Vessel. During this period, the elevators service may be suspended, the water supply at certain time, and eating times rearranged.

### **6.10 Cabin Inspections**

Your cabin will be periodically inspected to make sure it is safe, clean, and organized. You will be notified when your cabin is inspected. A representative of from your department will be present, and your presence is not mandatory unless it is a security inspection.

Cabins of female crew members will be inspected by a senior female crew.

All inspections are carried out in accordance with the Maritime Labour Convention and held under the responsibility of the Staff Captain.

### **6.11 Payday**

You will be paid on the 10<sup>th</sup> of each month according to your contract and in the currency indicated therein, payments are done through the Crew Payroll Card (SHIPMONEY Card) and available on the MSC Crew App.

On board purchase report will be provided by the Crew Purser.

On a monthly basis and/or upon disembarkation, MSC will automatically settle, your on-board purchases on your Crew Payroll Card on which your salary is credited.

Travel expenses will be refund as per related articles of the collective bargaining agreement, linked to your Seafarer's Employment Contract (SEA). Refunds will be credited within 60 days from submission

### **6.12 MSC Crew APP**

MSC has created the *me@MSC* application. The APP is free and accessible from your mobile device. By using the APP, you can review your payslip, check your Individual Performance Management (IPM) review and perform your self-evaluation, read the information about the ship, access key standard procedure, and more! Refer to the HR Officer for details.

### **6.12 Dining room (Messrooms)**

Dining times are displayed. You may wear your own neat casual clothes if you are off duty. Drinking water, coffee, and tea-making facilities are provided for all meals.

The crew chefs have all been trained to meet the high standards of food safety and quality on our ships, in accordance with MLC requirements. All menus have been prepared by the Catering Department to provide the best possible and nutritious food. A crew welfare committee collects all concerns and suggestions related to food.

### **6.13 Crew Bar**

It is a place where crew members meet to socialize and relax, where they can buy a coffee or a drink using the Crew Card. Some ships even have a crew disco where fun events are held.

## **7. Your uniform and how you look**

### **7.1 Grooming**

Excellent grooming and personal hygiene are important for all crew members; all are to look and smell fresh and clean throughout their contract. Facial hair is to be very tidy and clean; hair and make-up shall be of natural appearance and in a professional style.

### **7.2 Uniforms**

All crew members onboard are required to wear a uniform depending on their role and department. All crew members are to receive a complete set of uniforms at embarkation.

Your Head of Department or a delegated person will direct you to the uniform store. According to your position, the store manager will provide the relevant uniform, and advise you on which items are chargeable. When you disembark or change department, the uniforms received free of charges, are to be returned to the uniform store. (Skin-contact items, like shirts, pants, skirts, shoes are not to be returned).

The use of any personal items on uniforms is not permitted.

### **7.3 Tattoos, piercings, earrings**

All visible tattoos on the face, head, or neck (when wearing the uniform) are prohibited. Under specific circumstances, MSC may allow tattoos or piercing, please check with your Agency.

### **7.4 Personal Protective Equipment**

There may be times during your job where you are required to work in machinery areas, 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 personal protective equipment to ensure your safety. This equipment is issued free and remains the property of the ship.

## **8. Crew Wellbeing Activities**

MSC Cruises appreciates the work performed by the crew members, and the Company knows how important it is to enjoy your free time. A calendar of crew activities is posted regularly in crew areas.

We have wireless internet service in all crew areas for anyone using computers and smartphones.

We also have added a Training & Development channel for Crew in-cabin TV on some ship classes.

## **9. Working on board.**

### **9.1 Position Descriptions**

Your Agency will show you a copy of your Position Description before you receive your contract, and you will also receive a copy from your department head when you embark.

### **9.2 Company Standard Procedures**

Your supervisor will give you the Standard Procedures for your duties when you embark, and we will train you to achieve the required MSC standard.

### **9.3 Working hours**

Your working hours and overtime are explained in your contract. To record the actual hours of work and the hours of rest it is compulsory to swipe the ID at the relevant stations every time the shift starts or ends.

### **9.4 Career Path**

Everyone on board has a Career Path – a plan for your future. Your Career Path shows the training, professional and language skills you need to possess to be promoted. Additional information can be obtained from the HR Officer on board.

### **9.5 Sanitation & Public Health**

Proper sanitation practices keep the living environment safe and healthy for crew and guests. These focus on preventing the spread of illness that could make many people sick and include personal hygiene, hand washing, cleaning and sanitizing common surfaces, reporting pests, and reporting illness. Some jobs have additional specific public health requirements.

An outbreak onboard can lead the Company to activate the prevention protocols, which could affect your life on-board. The acceptance of revised living and working conditions will be shared by your Agency and you must

be informed prior embarkation. Your Agency will support you in filling the 'Acceptance of living and working conditions during application of IPCS Standard' form.

Onboard you might be required to wear additional personal protective equipment (PPE) and a tracking device.

## **10. Company Policies**

### **10.1 Complaints**

All crew members are entitled to complain about anything that affects their Seafarers Rights such as unfair working hours, abuse by superiors, physical conflict, unacceptable food, psychological torment, bullying, harassment, racism, etc.

These Rights represent the obligations of MSC Cruises and our onboard ship's Command and Management Team to provide safe and accepting working and living conditions, in compliance with international rules and the MLC, 2006 requirements.

The Complaints procedure (SOP 11.08.01) also available on CREW APP will be provided prior to your embarkation. The HR Officer is available for advice about how to file a complaint. Should a complaint be not resolved onboard to your satisfaction, or in due time, report the matter to:

[crewcomplaints@msccm.co.uk](mailto:crewcomplaints@msccm.co.uk)

### **10.2 Medical Treatment**

The ship's Doctor is always available to you at no cost if you need medical attention.

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 "cosmetic" dental procedure, optical, or other surgical procedures.

If you experience gastrointestinal illness symptoms such as vomiting or diarrhoea (even only one time), respiratory symptoms, or pandemic symptoms, you are required to report to Medical Centre as soon as possible. Do not report on duty and do not return to work if experiencing these symptoms. Inform your supervisor about feeling unwell. Make sure that your cabin mate and your immediate close contacts also report to Medical to get checked too.

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. 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.

Food-handlers must obtain a *Return to Work* note from the medical centre.

### 10.3 Urgent Medical Assistance

If you need urgent medical attention after hours when the Medical Centre is closed, contact the Medical Emergency Number.

### 10.4 Medical Insurance

From the moment you leave home to travel to the ship, until you return to your home, the Company covers for you the cost of a medical insurance to guarantee protection of your health. The Company also provides long term disability and death benefits as detailed in the Collective Bargaining Agreement.

### 10.5 Security Awareness

The Staff Captain is in charge of the Security on board. The Chief Security has delegated responsibilities. However, all crew members have responsibility in relation to security: **if you SEE something, SAY something.**

You must report any suspicious activity, whether it be on board or whilst ashore at ports of call.

Whilst ashore do not speak to unauthorised people in relation to any aspects of the ship. You must be aware of security threats and always remain vigilant.

Report anything suspicious either to your supervisor or directly to your Security team on board.

### 10.6 Environmental Hot Line

All crew members have the right and the duty to report about anything that could affect the environment (dumping into the sea, illegal discharge of waste waters etc., violation(s) of the Company's Environmental Policy) following the appropriate reporting lines by contacting the BRIDGE.

Should you wish to remain anonymous you may also use the following channels, monitored 24/7:

**0044 7899064601** WhatsApp, even photos, or  
**0044 2034099104** landline, (MSC CM UK) or

[environmentaldept@msccm.co.uk](mailto:environmentaldept@msccm.co.uk)

Immediate investigation will follow, and your anonymity is guaranteed.

### 10.7 Whistleblowing

MSC Cruises is committed to conducting business ethically and in line with MSC Cruises' Code of Business Conduct. An important aspect of accountability and transparency is the Whistleblowing policy which enables you to voice concerns. Crew members are not only encouraged but required to report any violations or suspected violations of the Code. The Policy covers, but is not limited to, the following: failure to comply with the Code of Business Conduct, financial malpractice or impropriety or fraud, failure to comply with a legal obligation, dangers to health/safety, criminal activity, bribery, conflict of interests, unethical behaviours, attempts to conceal any of these.

You can report the above either directed to you or observed by you as a witness writing to:

[hotline@msccruises.com](mailto:hotline@msccruises.com) or through the  
anonymous platform  
<https://msscpeakupline.com>

### 10.8 Social Media Policy

Using personal mobile phone for non-work-related activities while on duty and at any given time in Guest areas. Including taking photos and making videos of Guests is strictly prohibited.

MSC Cruises recognizes the increasingly important role that social media (blogs, chat rooms, online forums, social networks, video sites, etc.) plays in the personal lives of MSC Cruises' employees both ashore and at sea. Your Social Media activities have the potential to affect MSC reputation and/or expose the Company to business or legal risk. All crew members must familiarize with and observe the Social Media Policy. Should you have any doubt on issues or content related to social media activities, or if you become aware of any inappropriate activities on Social Media send an e-mail to:

[corporate.socialmedia@msccruises.com](mailto:corporate.socialmedia@msccruises.com)

### 10.9 Personal Data Protection

Most countries have laws regarding data protection in which all organizations are expected to observe high levels of data protection to keep sensitive information safe, accurate, and lawful.

MSC has clear a data protection and privacy policy that explains how the data will be used, including data of crew members.

MSC has also appointed a Data Protection Officer to handle data protection issues and act as the point of contact for requests relating to the processing of personal data. The Data Protection Officer can be contacted at the following email address:

[dpo@msccruises.com](mailto:dpo@msccruises.com)

MSC Malta enters into the employment contract with the Crew Members and acts as Data Controller for the processing activities that it carries out in connection with the Crew Members' personal data.

## 11. Rules & Regulations

### 11.1 Discipline Policy

MSC does not impose financial penalties, but warnings (verbal and written) are applied in case of a disciplinary offence.

Disciplinary actions are managed by the Staff Captain and the department heads concerned. The HR Officer ensures that disciplinary actions are fair and appropriate.

We strongly advise you to familiarize with the *Rules of Conduct* available on CREW APP.

### **11.2 Rules of Conduct**

This list of rules and regulations (SOP 11.07.00/01) applies to every person working on board every MSC Cruise ship. Warnings are given when the Rules are not respected and can be increased up to the disembarkation of the crew member.

### **11.3 Zero Tolerance**

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

- Assault (fighting)
- Discrimination
- Sexual harassment or sexual assault
- Inappropriate guest interaction
- Illegal drug use or possession
- Substantial crime.

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

### **11.4 Minors**

MSC classifies a minor if they are under the age of 18. Unless your role on board specifically details supervising minors, never be alone with minor. Avoid entering areas where you are alone with a minor, for instance in an elevator. If your role involves entering a guest cabin for any reason, under no circumstance you should enter if minors are alone, leave immediately and report it ASAP to your supervisor.

### **11.5 Inappropriate Guest Interaction**

Your relationship with guests and other crew members must always be professional and appropriate. Being over-friendly can be misinterpreted as sexual harassment or making sexual advances.

- Do not put your hands or arms on or around guests.
- Do not accept invitations to guests' cabins.
- Never try to approach minors.

You should never ask for, or give private telephone numbers, to any guest. Never ask for, or give, personal usernames in relation to any social media web sites.

### **11.6 Sexual Harassment**

Sexual contact or any form of intimacy with guests is prohibited.

Sexual 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 must be reported immediately to your supervisor.

Having sexual relations with guests, sexual assault, and rape are all criminal acts, and punishable by law. International laws are very strict, and the punishment is severe.

Any crew member violating these rules will be dismissed and handed over to local authorities.

### **11.7 Sexually Transmitted Diseases**

All crew members are required to maintain a healthy attitude towards personal health, hygiene, and the dangers of sexually transmitted disease.

### **11.8 Illegal Drug Use**

MSC Cruises has a zero tolerance towards illegal drugs. The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug is strictly prohibited.

Also strictly forbidden is the possession or use of any commercial products, designed, marketed for human consumption or not of certain cannabis plant materials, products derived from them, which contain THC (tetrahydrocannabinol) and of synthetic cannabinoids. The term human consumption means inhaled, ingested orally, or applied by any means such that THC enters the human body. Any crew member of any rank will be dismissed for violating this Company policy.

### **11.9 Alcohol Policy**

No crew member may consume alcohol resulting in a Blood Alcohol Content (BAC) level above **0.50‰**. Violating this policy could lead to dismissal.

Crew member on watch duty (as described in the Safe Manning rules) must have a BAC level of **0.00‰** while on watch. Crew members on watch duty must not consume alcohol or any other intoxicating substance within four (4) hours of the start of their duty.

Any crew member found to have BAC levels above these limits will be removed from duty and may be dismissed. Tests may take place as follows:

- If there is reasonable suspicion of intoxication
- Randomly on board
- After an accident or near-miss on board

The refusal of a crew member to undergo the alcohol test, the attempt to tamper with the equipment, the falsification of the sample or the inability, due to severe intoxication, to perform the alcohol test results in dismissal from the ship.

Crew members are not permitted to bring alcoholic beverages on board, and you cannot buy bottles of alcoholic drinks from any shop on board.

If you buy alcoholic beverages ashore and bring these onboard, they will be confiscated at the gangway by the Security Team and will be returned to you on your final disembarkation. Ensure that you receive a written receipt for any alcohol taken by the Security Team. This receipt must be produced when you collect your alcohol before 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 will face disciplinary action.

### **11.10 Random Drug and Alcohol Testing**

To ensure that every crew member is observing the prohibition from consuming alcohol and recreational drugs, MSC will conduct random tests to detect these substances.

### 11.11 Crime

Crime implies that someone has committed an act contrary not only to Company policies, but also to national and international laws. This includes 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.

If you are victim of crime, you should report the matter to the Chief Security Officer, or to the HR Officer or to your supervisor.

In all cases, any crew member responsible or involved in a crime act will be investigated, suspended from service and, in most cases, disembarked.

### 11.12 Dismissal

If you are disembarked because it was proven that you committed a serious violation of the Crew Rules, you will be sent home at your own expense.

## 12. Returning Home

At least two months before you are due to disembark, we need to know when you will be available to return after your holidays. To do this the HR Officer will contact you to request your availability dates.

### 12.1 Repatriation

MSC pays the ticket and travel expenses to reach the nearest airport to home, at the end of your contract. If you decide to resign, or your contract is terminated for disciplinary reasons, it will be at your own expenses.

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

- **Compassionate leave:** If you must go home urgently because of the death of a spouse, child, parent, or a sibling.
- **Medical repatriation:** 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 get you back on board as soon as possible.

## 13. Who's Who on board

**The Master** is in overall command of the vessel, represents the interests of the owner and maintains the highest level of safety, environmental compliance, comfort, and service.

**The Hotel Director** is responsible for the operation of all aspects of guests' accommodation, food and beverage, entertainment, reception, and finance.

**The Chief Engineer** is responsible for the safe and efficient operation of all technical equipment.

**The Staff Captain** is Second-in-Command of the ship, is responsible for the safe navigation, shipboard safety, and crew discipline.

**The Safety Officer** is responsible for the operational safety of the ship and the safety training of the crew and all personnel.

**Security Officers** are here to help protect the ship from the outside threats. They have the authority to make

random searches of baggage. They may need to make investigations. All crew members must cooperate with our Security Officers.

**The Environmental Officer** makes sure we comply with environmental rules and regulations.

**The Medical Officer** oversees the medical facility. You must know and remember the telephone number of the Medical Centre.

**The HR Officer** is focussed on Welfare, Development and is available to discuss and resolve anything you may face in an impartial way.

**The Crew Purser** provides notices for crew, takes care of embark/disembarkation documentation, and pays all Crew salaries.

**The Chief Crew Steward** is responsible for the cleanliness of crew quarters.

## 14. MSC Cruises Human Resources

A dedicated Human Resources (HR) Department ashore, assists all crew members from the moment of their first employment until the time they return to their homes.

The Crew HR organization appoints Manning Agents around the world and monitors how they care for you and assist them to make sure you get all the pre-embarkation training you need before you leave.

Crew HR also tracks your career on board from the moment you embark, evaluates your performance, organises promotions, and your professional path based on your performance and skills.

The HR function ensures that all international Rules and Regulations relating to seafarers are implemented, and that conditions on board are the best possible for the crew members.