

DRESS CODE & APPEARANCE POLICY

Introduction

At Silversea Cruises we take great pride in the presentation of our crew.

Our crew are the face of our brand.

As an employee of Silversea, you must take pride in yourself, in representing our company and in maintaining the highest standards in your overall appearance and attitude.

To help you always look your best, the Silversea Dress Code and Appearance policy must be followed by all onboard teams.

Management must lead by example in presenting a professional and elegant appearance, and consistently enforcing this policy. Appropriate action must be taken for breaches of the policy.

Our Elegant Uniform

Uniforms provide a consistent and professional look in line with our elegant brand. When on duty, in a guest area or walking to or from your workstation, you must wear your uniform according to this policy. Do not remove any part of your uniform when passing through a guest area. Uniforms are not to be worn ashore unless you are carrying out duties on a pier, related to excursions, or in a terminal building (regardless of your rank).

When working in guest areas, crew from the Deck and Engine departments must wear the appropriate uniform for their role including their name tag (not coveralls).

When on duty, your uniform must be clean, pressed, and in good repair. To maintain a tasteful and professional look, your undergarments should not be seen through your uniform. Your supervisor may use their judgment to request a change in any aspect of your appearance.

When off duty, crew must wear appropriate clothing, especially if going through guest areas. When possible, crew must avoid using guest areas, when not in uniform.

All crew with an evening uniform must change into this before 6pm. Day uniforms are not permitted in the guest area after this time.

All crew, regardless of position will be issued with a name badge. Your Name Badge is part of your uniform and must be worn on the left chest area of your uniform. The name badge must be worn when working in both guest and crew area. Names on badges are as per passport. Nicknames are not permitted unless deemed appropriate by HR Manager.

Titles on Expedition badges apart from a specific few, Expedition Leader, Assistant Expedition Leader, Staff Assistant, Expedition Program Coordinator, will have Expedition Team.

Expedition Vessels have specific uniform items, these cannot be worn on the Classic Fleet.

TAILORING

All Company uniform items are repaired at no cost to you. Please pay attention to little things like loose threads, missing buttons, and open seams or hems as they make a uniform look untidy.

Please have your uniform repaired as soon as possible. If part of your uniform needs to be replaced, you must see the Hotel Stores Manager or Expedition Staff Assistant for a replacement docket.

Alterations must fit in line with policy requirements, no other alterations are acceptable.

EVENING WEAR

Where your position on board requires you to wear evening wear or cocktail dresses (e.g. Entertainment Team, Future Cruise Sales), these clothes must be of a suitable style that reflects the elegance of Silversea.

Cocktail dresses must be knee length or longer. All clothing must have a modest neckline. Suits should be modern but not too flamboyant.

Expedition Staff, Cruise Directors and Assistant Cruise Directors may wear their own evening wear after 6pm if they wish. If they prefer, they may wear the appropriate uniform.

SHOES, SOCKS & HOSIERY

For your safety, proper closed-toed shoes are required to be worn at all times when on duty. All uniform shoes must be leather (or similar) and have a non-slip sole (for safety reasons). All shoes are to be kept polished and in good condition. Safety shoes are provided for some positions including Laundry Team, Galley, Deck and Engine. Where safety shoes are provided, they must be worn. Safety shoes are not to be worn in 'front of house' positions.

Shoes must be appropriate for your position on board. Heels must not be higher than five centimeters. Your shoe choice will be subject to approval by your immediate supervisor.

Officers and crew wear navy trousers or skirts, therefore suitable comfortable matte black shoes with black rubber soles and black laces are required. (Considering the different surfaces onboard— metal, tile, vinyl, wood, carpet, marble etc. and potential trip / slip hazard especially when wet).

Open toed, patent, shiny shoes or shoes with embellishments cannot be worn with uniform.

Dining Room and Bar Crew working on the Pool Deck wear plain white tennis shoes without a logo.

Butlers must wear black leather shoes (not patent leather) with a rubber anti-skid sole. For Male Butlers, these shoes must be 'Oxford style'. Laces must also be black.

Expedition Staff must wear footwear suitable for the activities in which they are participating. Hiking boots, trail shoes, boat shoes and closed-toed water shoes, such as Keens, are acceptable aboard during the day, as long as they are dry and clean. Bogg/muck boots are never to be worn about the vessel unless passing on the way to disembark/embark. In the evening hours, Expedition Staff are expected to wear brown/black leather dress shoes, flats or heels no higher than 5cm.

When in uniform, socks must be the same color as your shoes and come to mid-calf. Females, when approved to wear trousers must also wear mid-calf stockings or socks. When wearing skirts, women must wear hosiery to match their skin tone of a silky 20/40 denier. Stockings cannot be black.

SKIRTS & TROUSERS

- Skirts must be knee length. The skirt must still cover your thighs when sitting.
- Trouser length must meet the shoe. The hem of the trousers must not be any lower than the middle of the shoe.
- Expedition Staff may wear their own trousers as per the guidelines on the Silversea Welcome page.

DRY DOCK & SHIPYARD

During periods of 'Dry Dock' and 'Newbuild', the use of regular, day to day operation uniform is not permitted. Some exception might be given with the permission of the vessels Captain or Hotel Director.

Silversea will provide all crew members with the appropriate personal safety and protective equipment (PPE), and this must be worn at all times. Guidance on what can and cannot be worn in shipyards will be advised by the vessel at the time.

TROUSERS FOR FEMALE CREW

Generally, female uniforms include skirts. Below listed are the only exceptions to this regular uniform standard for female Officers and Crew:

Hotel Director, Financial Officer, HRM, F&B Manager, Restaurant Manager, Bar Manager/Head Bartender, Head Sommelier, MDO, Senior Accountant, Crew Administrator

- Skirts on Classic Fleet
- Trousers optional for day uniform on Expedition only
- No Trousers after 6:00pm
- No Trousers for formal uniform
- MDO's may be assigned trousers as part of a specific outlet uniform

All Deck & Engine Officers, Chief Housekeeper, Butler Manager, HSM, Medical Team

- Trousers optional during the day due to the nature of work
- No Trousers after 6:00pm
- No Trousers for formal uniform

Waitress, Sommeliers, Bartenders, Bar Waitress

- Skirts unless the specific uniform for their outlet consists of trousers or shorts

Cruise Director, Assistant Cruise Director, GRM, Sr. Receptionist & Receptionist, Media Manager / DTP, Night Auditor

- Skirts only on all vessels
- CD & ACD may wear elegant pant suits when in their own clothing in the evening

Future Cruise Manager & Future Cruise Consultant

- Standard daytime uniform
- After 6pm, evening uniform or own clothing & follow dress code for guests.

Shore Concierge Team

- Skirts only unless on tour / dispatching tours, wearing tour uniform
- Stripes are not to be worn when Manager or Assistant Manager are wearing cargo Trousers.

Our Elegant Appearance

PERSONAL HYGIENE

It is essential that you smell fresh and clean, by showering daily with soap before you go on duty. Special attention should be given to perspiration and body odour. Wear deodorant or antiperspirant to help prevent unpleasant odours. You should especially be aware of the possibility of body odour if you engage in physical labour. If you wear overalls or other work uniforms that are easily soiled, take extra precautions to ensure that your body and uniform are always odour-free.

When changing uniform for the evening, it is recommended to take an additional shower to ensure freshness and good odour at all times.

Lightly scented perfume, cologne, or after-shave lotion can be refreshing, so feel free to use them. Strong and heavy scents can be overpowering and are not appropriate.

Smokers should be aware of a potential smoke smell on their clothing. Uniform jackets should be removed whilst smoking to avoid this smell.

JEWELLERY, SUNGLASSES & OTHER ACCESSORIES

When in uniform, female crew members may wear a single earring in each earlobe. The pair must be simple, and be a matching pair of gold, silver, or a color that blends with the uniform. Earrings should be small and discreet; studs are acceptable and other earrings that do not overhang the earlobe. Earrings are not permitted on male crew members. No other visible piercings are allowed.

Other jewelry such as rings or a bracelet must be tasteful, a business-style watch, discrete necklace and conservative tie clip can also be worn whilst on duty.

Fitness watches may be worn in discrete, neutral colours.

No other visible jewellery is allowed whilst on duty, such as bangles or threads (unless they symbolize your faith). No nose rings or any other facial piercing is permitted whilst on duty, by any crew member.

For Entertainment Team, Expedition Staff, Cruise Consultant, Asst Cruise Consultant and Concessionaires wearing personal clothing in the evening, appropriate jewelry may be worn to match the style of their outfit.

Sunglasses can be worn when working on outer decks. We do not allow mirrored sunglasses unless they are company issued (vessel permitting). The frame can be metal or of a dark colour only. Crew must be able to make eye contact with the guest at all times, therefore the lenses must not be too dark and cannot be completely black out.

For private sunglasses, the frame can be metal, dark brown or black, the frame cannot exceed the height of your eyebrows, no large frame sunglasses, and no prominent logos. We must always appear professional; sunglasses or regular glasses shall not be worn on top of your head, hanging from the front of the shirt or hanging from your shirt pocket. They are either on your face or in your pocket.

Expedition Team are an exception when driving zodiacs in ice or walking/hiking glaciers or mountains.

Sunglasses shall not be worn aboard inside the ship or after dark.

ORAL HYGIENE

Since your smile is part of your interactions with guests, your teeth must be always clean and well-maintained. It is important to regularly use toothpaste and mouthwash to help eliminate breath odours that can be offensive to guests and other shipboard employees.

- Colored dental braces are not permitted.
- Studs in tongues are not permitted.
- Tooth jewels are not permitted.

HANDS & FINGERNAILS

Always keep your nails clean, neatly manicured in a square or rounded shape (not pointy), to an even length, and no longer than the tip of the fingers and thumb.

Due to public health requirements, crew members handling food as part of their role cannot wear any nail polish. This includes all Galley crew, Dining Room crew, Bar crew and Butlers.

For non-Food & Beverage crew, neutral, clear, or French manicure is accepted. Manicures must be tasteful and professional looking.

- Chipped or outgrown polish is not acceptable.
- Glitter nails are not permitted.
- Nail art is not permitted.
- Nail jewels are not permitted.

Exceptions to this policy may be made for employees in the Entertainment and Spa teams due to the nature of their employment.

HAIRCARE / STYLES

Your hair and scalp must always be clean. Hair must be dry when reporting to duty. Please do not comb, brush, or arrange your hair in the presence of guests. Hair must be maintained in a clean, combed, and business-like style. Neat-dreadlocks and braids may be permitted for those with a naturally very wavy style hair, minimal beads are allowed.

For men, hair must be no longer than collar length. Male expedition Team, Entertainment Team and Spa Team may have hair longer than collar length, but it must be neatly tied back. While modern hairstyles are accepted, styles must be professional. For all Food and Beverage crew, hair must be fully tied back off the face. For non-Food & Beverage crew, hair longer than collar length must be tied or clipped back and away from the face, off the shoulders, not covering name badges.

For Officers, Entertainment Team as well as the Future Cruise Manager, Future Cruise Consultant and Expedition Staff, exceptions can be made after 6pm only, providing their hair is styled in an elegant manner, not covering name badges. No other position is exempt from these rules.

Hair color products must be natural looking. Your hair colour concept is subject to approval by your Hotel Director and your Corporate Manager.

All hair accessories are subject to the approval of your immediate supervisor but should be business-like and match your uniforms.

Wigs, hairpieces, and hair extensions must be tasteful and appear natural. These must also be kept clean and odour free.

BODY & FACIAL HAIR

You are required to maintain a professional and business-like appearance when on duty. Male employees are to keep their sideburns trimmed and no longer than the bottom of the earlobe.

For non F&B crew, a well-trimmed beard or moustache is acceptable if the beard or moustache is fully-grown at sign-on. Shaving a beard off during contract is permitted but regrowth or growing a new beard is not. For those required to wear (or potentially wear) an N95 mask for work purposes, it is required to be clean shaven for both the fit testing and wearing of the mask.

As per public health requirements, food handlers must always be clean shaven unless there is a medical or religious exemption. If exempt for medical or religious reasons, a facial hair covering must be worn.

Females wearing skirts must keep their legs clean-shaven if they are exposed when in uniform and leg hair should not show through stockings.

COSMETICS

Makeup must be tastefully applied, complimenting your skin tone and facial features, as well as matching the approved uniform. Make up should be checked during breaks and touched up if required to avoid any smudges. Apply your makeup in private, in an area away from guests. Your makeup concept is subject to approval by your immediate supervisor.

Lipstick must be nude/neutral. Avoid bright or garish colors. Bright red or purple lipstick is not allowed. Whilst tasteful, natural looking eyelash extensions are permitted, extreme, highly unnatural looking eyelash extensions are not allowed.

Exceptions can be made for Performers whilst performing and socializing post-performance.

TATTOOS

Silversea Cruises does understand that tattoos are part of today's worldwide culture in many places. Therefore, to respect Crew & Guests we at Silversea approve visual tattoos, but with certain rules and conditions.

Tattoos cannot be facial, or on the front or side of the necks. Any visible portion of tattoos cannot be larger than 7cm in diameter or 10 cm in length.

If tattoos do not come within described conditions, then long sleeve shirts or trousers must be used whilst on duty.

Tattoo make up should also be used if the tattoo is in an area that is visible but cannot be covered by a sleeve.

We accept 'Seamans' & Navy traditional tattoo motifs on arms larger than described above but motifs must be non-aggressive/offensive.

We do not accept any aggressive/offensive tattoos featuring motives of death, sexual content, or any other discriminatory motifs.

These rules only apply to staff with visual contact and/or interaction with Guests on a regular basis.

OFFICER & CREW MESS

While dining in the Officers mess, uniform or appropriate clothing must be worn. Mess dress code is posted on board each vessel and must be adhered to. Gym wear, beach wear, flip flops or short skirts are not acceptable in the Officers Mess.

GYM

Attire in the gym, whether crew gym or guest gym when allowed on the Benefit Grid, must be modest and tactful. Expedition Staff may wear the grey Expedition t-shirt in the gym with appropriate work-out shorts, tights, or leggings.

Crew members should not use the crew gym when in uniform or wearing safety shoes.