

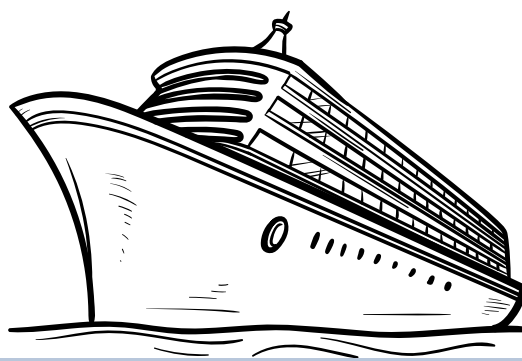
LIFE ONBOARD



Employees working on board come from many different countries around the world. It is critical to your success and that of the Company for everyone to get along, work as a team and accept cultural and individual differences in an atmosphere of mutual respect for both guests and crew. Small living quarters and a confined working environment can make it difficult at times. However, it is very important to show common courtesy toward each other. This includes speaking English amongst yourselves when in a group.

Life on board is a unique and unforgettable experience. The first few days may be a little overwhelming. You may arrive nervous and jet lagged, and the ship will probably seem huge! We will do everything possible to make you feel welcome. Just remember; everyone had a first day once!

This guide has been designed to give you tips on what to expect for your first weeks onboard and give you some basic knowledge of ship functions.



Your First Day Onboard

When you arrive on board the vessel, you will be greeted at the gangway.

You will 'sign on' to the vessel and will be required to submit the following original documents:

- Completed Personal Information Form
- Your contract
- Your Employment agreement
- Acknowledgement of Company Policies
- Passport with valid visas
- Seaman's Book (if you have one)
- STCW Certificates
- Original medical certificate and record of vaccination for Yellow Fever, COVID-19 and Flu

If any of the above documents are missing then boarding may be denied.

After your documents have been collected, a representative of your department will provide you with uniforms, acquaint you with the vessel and show you to your cabin. You will have a safety induction and familiarization the day that you embark the vessel. The time and location of this will be communicated to you by the Human Resources Manager.

You will generally have to start work in your department as soon as you have 'checked in' with the Human Resources Manager and received your uniform. This allows you to meet people straight away and begin to understand your role.

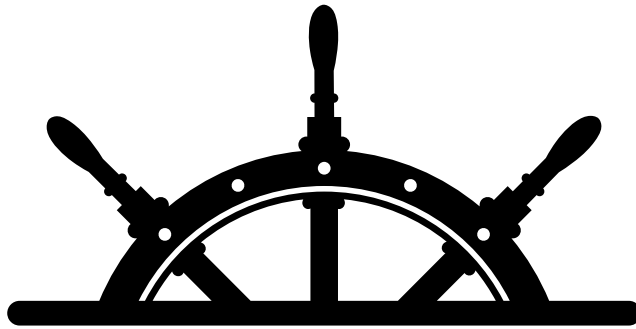
Your First Weeks

In your first week on-board, you will attend a Welcome Toast and Induction. Further introductory training will be provided following this. Your Line Manager will also support you and give you on-the-job training.

Joining expenses for medical examinations, taxi fares, airline tickets, etc. may be refunded according to Company policy against original receipts, which must be submitted to the Senior Accountant within 30 days of signing on to your assigned vessel.

The onboard Human Resources Manager will be available for crew enquiries. General enquiries can also be addressed to your Department Head.

You will receive a 30-day review with your Line Manager where you will discuss your progress. In the meantime, you will have lots of conversations and will have plenty of opportunity to ask questions and ask for help or guidance if you need it.



Ship Organization

Officers are distinguished by their uniforms and epaulettes indicating their area of responsibility and rank. The highest-ranking officer on board is the Master (Captain).

The Staff includes employees belonging to the operating partners, such as Spa, Boutique, Casino & Production cast.

The Crew are the employees in the Bar, Rooms Division, Dining room, Galley, Hotel Stores, Reception, Deck and Engine departments.

On some vessels, we also have an Expedition Team. See the Expedition Specific document for information.

- The Master (Captain) is the highest authority on board and in overall charge of the vessel.
- The Staff Captain is second in command. He is in charge of safety, security, discipline and maintenance.
- The Chief Engineer is in charge of all technical aspects of the vessel.
- The Hotel Director is in charge of all the hotel services.
- The Financial Officer is in charge of all guest and crew financial matters. He/she is also in charge of clearance for guests and crew in each port of call.
- The Doctor is in charge of the medical welfare of the guests and crew.
- The Human Resources Manager is in charge of all crew matters including your welfare on board.

Benefit Grid

Your onboard benefits are outlined in your job description. Onboard you will be able to view the Company Benefit grid. If you have any queries regarding your benefits, please ask the Human Resources Manager or your Line Manager. The full Benefit Grid is displayed in the crew area on all vessels.

Accommodation

Most crew members share cabins. Some crew have a single cabin assigned; please see your job description for your cabin benefit.

Since your cabin is your new home while on board, take care of it as if it was your own home. Keep it clean and tidy at all times. Bed linen, towels and all equipment must be treated with care. Posters, pictures, decorative items, calendars and other personal items may be brought onboard, however, sticky tape/double sided tape or nails are not permitted to hang your items, magnets are acceptable. Each crew cabin is equipped with: a bed for each crew member, a small lockable drawer and closet for personal belongings, small refrigerator and TV. Toilets work on a vacuum system therefore it is very important not to throw anything but toilet paper in the toilet as anything else will block the pipes. If any repair or maintenance is required, please report to the Human Resources Manager or Crew Administrator.

The following crew cabin rules are to be observed:

- Steady, open flames (i.e. candles or incense burners) are not allowed.
- Cigarette-smoking is not permitted in crew cabins (only in allocated crew smoking areas).
- Only approved waste baskets are to be used.
- Putting in extra shelves, furniture, etc. is not allowed.
- Fixtures and furniture are not to be unscrewed or taken from the cabins.
- No tapestries or wallpaper to be hung on the walls and no posters on the outside door.
- Any use of electrical converters must be approved by the Chief Electrician.
- No plants and/or animals.
- Cooking and/or storing of food in cabins is not allowed.
- No ship's property is to be used in cabins – such as silverware, amenities, glassware, dishes, etc.
- Parties in cabins and corridors are forbidden.
- Modifications of fixed equipment, furnishings and electrical installations are strictly prohibited.
- Hallways must be kept clear of obstructions i.e. do not leave any items such as garbage, laundry or shoes outside of your cabin.

The Staff Captain will carry out inspections of the crew cabins together with Heads of Departments on a regular basis. This is to ensure that the cabins are kept clean, no ship's property has been taken, no unauthorized electrical goods are being used and that there is no food stored in the cabins.

It is not permitted to take guests to your cabin. Likewise it is not permitted for officers, staff and crew to enter guest suites unless it is for work-related reasons. Please understand that sometimes crew members are asked to change cabins throughout their contract, this is due to operational needs. Should this be requested of you, your flexibility will be much appreciated.

Correspondence

Incoming crew mail is distributed to each department of the ship. Mail should be addressed directly to the ship's agent in the different ports of call (please refer to the cruise itinerary), please be advised that in some ports of call there will be charges incurred for receiving mail/parcels. Please see the Human Resources Manager onboard for more information. Your incoming mail should be addressed as follows — please instruct your family/friends accordingly. Your name & position, name of the vessel, name and address of the ship's agent.

Visitors

Permission to have visitors onboard in a port of call must be granted by the Staff Captain. For security reasons, an application should be submitted through the Human Resources Manager to the Staff Captain at least 72 hours before arrival in the requested port with the visitor's ID/passport details. Please note there is a limit of 3 visitors per crew member and no more than 10 visitors in total are permitted onboard at the same time, so plan well in advance.

Visitors must present a valid national picture-ID to the security at the gangway before being allowed onboard. You are responsible for the conduct of your visitor(s). You must be in proper uniform while escorting visitors around the ship. At no time should they be left unattended in guest areas.

Going Ashore

Crew may be allowed time off in different ports when their work schedule allows. When ashore, you are still a Silversea employee; therefore your dress and behavior should reflect the Company's image.

Upon joining the ship you will be issued a crew card. This is your official identification and your cabin key; you must carry it with you at all times and any time you go ashore. When going ashore and returning back on board, you must present your crew card to the gangway personnel, who will electronically record your departure and return to the vessel. This enables the ship's management to ensure the whereabouts of all crew at all times. It is imperative that you return onboard according to the crew all onboard time communicated.

There may be shoreleave restrictions in place due to infection prevention requirements.

Insurance

During your service period you are covered under the Company's Property and Indemnity Insurance while you are on board and ashore. This means that in case of injury or illness during your Employment Contract, the Company will pay for all related medical expenses. Routine check-ups, pregnancy tests, dental work or optical services (unless work-related) will be performed at your own expense.

In the unfortunate event of you having to sign off the ship due to illness or injury, the Company will pay for all related medical costs until the time a Company designated doctor has declared you "fit for duty" or reached "maximum medical cure." Your expenses will be covered according to your contract. While you are on vacation you are not covered under the Company's insurance. Supplemental coverage is available at your own expense.



Medical Care Onboard

Medical care is an important benefit. Any sickness should be treated before it spreads to fellow crew members and guests. All accidents, injuries or GI symptoms must be reported immediately. In case of illness, the Medical Centre should be contacted during hours assigned to crew only, however, if you feel seriously ill then the ship's medical team are available 24 hours a day and you should not wait until the opening hours, instead call 911 or the ship's designated Medical Emergency Number and you will be put in touch with the Doctor or Nurse. Absence from work because of illness is only accepted if confirmed by the Doctor. You must always advise your supervisor of any restrictions or limitations the Doctor places on your ability to work. Medicine and prescriptions are only covered by Silversea Cruises if they are diagnosed by the onboard Doctor. If you are currently taking medicine prescribed by your own Doctor you must bring enough to last for your entire contract. You will be asked to declare the medicines that you are taking during the sign on process – this information is confidential and remains with the medical team only.

Internet Service

All Silversea vessels offer Wi-Fi for crew throughout the crew areas and in crew cabins so you're your own devices can be used. Please note that visiting any obscene or inappropriate web sites relating to racism, religious discrimination or any site of sexual orientation is strictly forbidden.

Any misuse will result in disciplinary action.

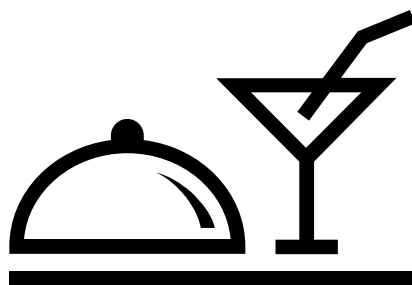
Follow the below instructions for internet access:

- You will have an allocated amount of free Wi-Fi per day and can purchase more if required
- Your onboard account will be charged for internet purchases and deducted from your salary at the end of each month.
- Turn off your data roaming and any automatic app updates.
- Connect to Silversea crew Wi-Fi.
- Type address: gosilversea.com into your internet browser to log on.
- Generate your login credentials; choose your log in name and password, enter your name, date of birth etc. as prompted.
- The system will activate your account.
- Next time login into the system as 'already registered user' using your Login / Password.
- Click on 'start' to be connected.
- You are now logged in and you can start to navigate. Don't forget to click 'stop' when you are done.
- You should be able to switch between any paid plan and your assigned plan
- If you have any issues with your internet access, please contact the Human Resources Manager.

Cellular phones and devices are prohibited in any working areas and it is strictly forbidden to use them while on duty or in guest areas. This also includes the gangway area.

Crew Welfare

We take great pride in our Crew Welfare aboard our ships. The crew elects a Crew Welfare President and monthly meetings take place involving representatives from every department. The meetings address general matters concerning life on board and the Crew Welfare. President takes care of various arrangements such as sporting and social events. The Crew Bar is open in the evening on most days.



Mess Rooms

Meals are served in the Crew and Officers mess rooms. Access to Officer's mess is as per benefit grid. Crew are responsible for clearing after themselves and correctly separating garbage. No food is allowed to be taken from the mess rooms. Dress codes will be displayed in the mess rooms; please be advised that uniform, clean overalls or smart clothing are to be worn in the Officers mess – no flip flops/sandals, beach wear, dirty overalls, gym wear or short skirts.

Crew Bar

All profits from the Crew Bar and other sources are reinvested in the welfare in accordance to the Crew Welfare Committee's decisions. For crew members that are 21 years or older you will have the availability to purchase alcohol onboard, please note that alcohol less than 21% ABV is only to be sold and consumed by crew, you are not permitted to purchase, consume or store alcohol above this percentage onboard.

Laundry

Crew uniforms and work clothes will be laundered free of charge. Please follow the instructions for delivery and return of laundry. Uniforms and coveralls are not allowed to be washed in crew launderettes. Private clothes can also be laundered by the laundry team, these will be charged to your onboard account at crew rate. Some positions have a laundry allowance; this can be found in the Benefit Grid. Washing machines, dryers and ironing facilities are also available, free of charge, in the crew self-service launderette. For safety reasons, only the irons provided in the crew launderettes can be used and must only be used in the crew laundry, not taken to crew cabins.

Boutique

Crew members are allowed to shop in the guest Boutique(s) during posted hours and are entitled to a discount on many items sold. Please remember that you have to wear your uniform and name badge in all public areas.

Spa, Beauty Salon and Fitness Centre

The guest Spa and Beauty Salon is available for crew by appointment only. Remember to go on port days when the Spa and Beauty salon is usually not too busy. Crew members receive a discount on most treatments. Crew are allowed to use the guest Fitness Centre at specific hours; these timings are specified on the Benefit Grid. Some vessels also have a crew gym, which is available to crew at all times of the day; this will be shown to you during your day one tour

Restricted Area

- Guest suites and corridors are off limits to all employees unless for duty purposes.
- Guest venues (restaurants, bars etc.) are off-limits to employees unless it is specified in the Benefit Grid
- Special areas are assigned to officers, staff &/or crew for sunbathing (where possible).
- Guest elevators may only be used by guests.
- Guest toilets may only be used by guests.
- Guests are not allowed in crew areas unless specifically authorized to do so by the ship's command. Please refer to your direct supervisor/Human Resources Manager or the Silversea Benefit Grid for your specific allowances. A copy of the Benefit grid can be found posted outside the Human Resources Managers office or at a designated crew bulletin board.

Slop Chest

The Crew Bartender manages the Slop Chest. The Slop Chest is an opportunity for crew to purchase items in bulk for a discounted rate and that are not available on a daily basis in the Crew Bar. The dates for Slop Chest is scheduled each month and posted on the crew notice boards. You will be asked to complete a Slop Chest form which is available from the Crew Bar, and then on the dates specified you are able to collect your items from the Crew Bartender during the opening hours of the Crew Bar.



Wages and Money Matters

Wages are paid monthly through our salary@sea program - upon embarkation you will be provided with a Mastercard debit card to receive your monthly wages. You will receive via email a pay slip at the end of every month which will itemize any deductions, leave pay and seniority bonus accumulation (if applicable) and include a breakdown of your salary. If you have any queries regarding your salary or the salary@sea program please direct them to the Financial Officer or Senior Accountant

U.S. dollars are the on-board currency for all financial transactions.

All crew members are responsible for paying their own taxes and for complying with all laws of their country of residence, including without limitation, those relating to income taxes, social security or national insurance taxes and fees. U.S Federal tax withholding is required for all U.S citizens, residents and U.S passport holders. If you have any questions regarding taxes please consult a tax expert in your home country. Due to the complexity of tax requirements for each country Silversea Cruises is unable to provide tax assistance or advice.

Cash advances are organized by the Senior Accountant twice a month. We use a cashless system onboard so Slop Chest, Internet, Spa and Boutique expenses will be billed to your on-board account and deducted from your wages at the end of each month.

Tipping Policy

We promise our guests an all-inclusive fare. We therefore do not encourage our guests to tip the crew. If/when offered a gratuity you should always politely reject it. If the guest insists, you should suggest a donation to the Crew Welfare Fund via the Reception desk.