

# C624a STANDARDS OF CONDUCT & SHIP RULES

## 1. Introduction:

At Silversea we demand the highest standards of discipline, behaviour and conduct of our employees. All employees are required to adhere to the RCG code of business conduct and ethics as well as the Silversea Standards of Conduct. A responsible, respectful attitude to work, leisure and colleagues is expected of every employee. Ship rules, policies and procedures are to be followed at all times. Our Crew are required to work in line with their Job Description and as per reasonable instructions from superiors.

It is the responsibility of every Crew Member to familiarise themselves with the RCG Code of Business Conduct and Ethics, Silversea Standards of Conduct, Ship Rules, Policies, Procedures and their Job Description. Failure to adhere to the RCG Code of Business Conduct and Ethics, Ship Rules, Policies and Procedures, Job Description and/or performance standards will be dealt with by reference to the Silversea Standards of Conduct.

Warnings issued are valid for twelve months. While they are not carried over after twelve months with regards to future disciplinary action, they are all recorded on Crew Appraisals and kept in our Crew system for reference. Corporate Management may take the decision not to rehire a crew member if there are continued conduct and / or performance concerns across several contracts.

## 2. Gross Misconduct:

Immediate dismissal from the ship may be considered by the Master for Gross Misconduct. The Master must have reasonable grounds to believe that the allegation is true and that there has been a serious breach of the RCG Code of Business Conduct and Ethics and / or Silversea Standards of Conduct committed by the Crew Member.

Where dismissal is not deemed as an appropriate outcome for a case of alleged Gross Misconduct, following thorough investigation and clear mitigating circumstances, a formal warning may be imposed.

The Master may give permission for the Head of Department to chair a Gross Misconduct hearing where from investigation and findings, it seems unlikely that the outcome would be dismissal. If during the hearing, dismissal becomes a likely outcome, the hearing must be adjourned and re-convened with the Master as the hearing chairperson.

The following may be deemed as Gross Misconduct:

- a) Failure to comply with the ship's safety, environmental and/or security policies and procedures including requirements for attendance of safety, environmental, security training and drills unless exempted by the Master
- b) Interference with, removal, or tampering with any safety device or other equipment and appliances furnished for protection, or interference with any method or process adopted to prevent accidents or injury to health, except in an emergency and unless duly authorized
- c) Falsification of Company or ship's documents and / or records including but not limited to records of working and resting hours

- d) Assault of a passenger, Officer, Crew Member or any other person on board the vessel
- e) Wilful damage to the ship or any property on board
- f) Theft, misappropriation or possession of stolen property
- g) Possession of weapons, firearms or explosives
- h) Violation of customs, immigration, agriculture or quarantine regulations in any port
- i) The unlawful possession, distributing or trafficking/smuggling of drugs at any time
- j) Mutiny or inciting others to mutiny and / or insubordination
- k) Persistent or wilful failure to perform duty
- l) Conduct endangering the ship or persons on board (this may include repeated or gross violations of the smoking policy)
- m) To prejudice the safety of the ship or any person on board by sleeping on duty, failing to remain on duty or incapacity to carry out duty (including through the influence of alcohol or drugs)
- n) Failing any required drug or alcohol test, with confirmed positive test result over the prescribed limits as per the Drug and Alcohol Policy), or refusal for submittal to such tests
- o) Possession and / or consumption of alcohol with over 21% volume (even if diluted).
- p) Disobedience of orders relating to the health and safety of the ship or any person on board
- q) Behaviour which seriously detracts from the safe, hygienic and efficient working of the ship or the service standards of the hotel operation (including any breach of Public Health and Infection Prevention standards)
- r) Intimidation, harassment and/or bullying, discrimination, coercion and interference with the work of others on board
- s) The communication of written, verbal, photographic, video or computer material regarding Company, guests, employees, activities, operations or business without the permission of the Master or the unauthorised recording or photographing of the Ship's Crew and/or Operation (even if not found to be communicated)
- t) Offensive or disrespectful behaviour towards a Guest/s or colleague/s
- u) Unauthorised gaming, gambling or trading
- v) Entering or remaining in any Guest Suite or other prohibited area without proper authorization or bringing passengers into crew areas or to attend private crew parties
- w) Violation of shore leave regulations
- x) Harboring a stowaway or a non-fare paying individual
- y) Cyber bullying a colleague by using inappropriate graphics or threat-centred abusive emails, Postings on social networks (posting rumors, threats, sexual remarks, a victims' personal information, or pejorative labels i.e., hate speech); and or sending inappropriate messages
- z) Breach of the Media Policy
  - aa) Breach of the Guest Interaction Policy
  - bb) Soliciting/bribery
  - cc) Abuse of power including but not limited to: failure to treat crew equally and/or with respect and courtesy
  - dd) Failure to provide adequate training and/or instructions to team members
  - ee) Any criminal act including but not limited to: endangering the welfare of a child, threat of violence, Suspected Child Pornography, Video voyeurism, Assaults (with or without injury), Sexual Assaults, Sexual Contact (intentional touching with intent of abuse, humiliation, harass, or gratify sexual desire), Indecent exposure
  - ff) Serious disorderly behaviour including but not limited to: fighting, a threat to harm oneself, self-destructive acts, verbal altercation (no physical contact), offensive gestures, and offensive body language

- gg) Any kind of fraudulent or misleading activity during the application and recruitment process including but not limited to untrue or inaccurate information on any application or application document, cheating or falsification on any required tests, providing any misleading information regarding skills and experience, and actively misleading the recruiter
- hh) Any form of retaliation including but not limited to any action to retaliate against someone who has placed a formal complaint
- ii) Making ~~an~~ untrue, fraudulent or misleading formal or informal complaints or any kind of false accusations against any Silversea Employee, Visitor, Contractor or Guest including any potential acts of slander
- jj) Any form of serious discourteous, disruptive and / or unethical behaviour or acting in a manner which is a serious breach of our RCG Code of Business Conduct and Ethics
- kk) Recording conversations with any Silversea employee, Visitor, Contractor or Guest without their prior permission
- ll) Falsification and/ or fraudulent activity and / or misleading activity with regards to pre-joining medical checks, medical declarations including but not limiting to not declaring any medical condition or prescription
- mm) Serious breach of the communication policy including but not limited to any social media post which could bring Silversea into disrepute
- nn) Major breach of ship rules and / or multiple breaches of ship rules
- oo) Gross incapability and or Gross incompetence or serious lack of adherence to the job description and / or requirements of the position
- pp) Serious acts of disobedience, negligence and/or neglect of duty
- qq) Serious or continued cases of offensive, disrespectful and/or disorderly behaviour
- rr) Unauthorised and/or inappropriate use of the Silversea Corporate WiFi network, Crew network or any other onboard IT systems.
- ss) Continued acts of misconduct
- tt) Any act of misconduct which in the circumstances is deemed serious enough to be considered as gross misconduct
- uu) Misuse of a security (master, sub-master, or section master) key

### 3. Misconduct

Formal warnings may be considered by the Master or Head of Department in case of Misconduct. The Master or Head of Department must have reasonable grounds to believe that the alleged Misconduct has been committed.

The following may be deemed as misconduct:

- a) Offences described in paragraph 2 which given the circumstances are not deemed as Gross Misconduct
- b) Minor acts of assault
- c) Unsatisfactory work performance
- d) Poor punctuality
- e) Stopping work before the authorised time
- f) Failure to report to work without satisfactory reason
- g) Absence from place of duty or from the ship without leave

- h) Minor cases of offensive, disrespectful and/or disorderly behaviour
- i) Violation of the Grooming Policy
- j) Violation of the Smoking Policy
- k) Loss of a security (master, sub-master, or section master) key
- l) Failing to report knowledge of unlawful possession, distributing or trafficking/ smuggling of drugs
- m) Cabin inspection failure
- n) Minor breach of Ship Rules
- o) Minor acts of disobedience, negligence and/or neglect of duty
- p) Failure to report a known or suspected breach of the RCG Code of Business Conduct and Ethics and / or Silversea Standards of Conduct committed by a colleague
- q) Failure to report required maintenance
- r) Failure to report an accident
- s) Failure to report a minor safety concern
- t) Failure to report a GI case or symptoms of Covid or acute respiratory or influenza like illness in a timely manner
- u) Damage to Ship's property that is not intentional or wilful but by negligence (including negligence on Management part if proper training or instructions are not provided)
- v) Failure to respect others hours of rest
- w) Possession or use of prohibited items including drones or failure to report such
- x) Failure to follow a reasonable request from a superior
- y) Minor violation of ship's hygiene standards or public health standards
- z) Unnecessarily sharing any confidential information or discussing confidential matters
- aa) Editing any ships documents without consent or for personal gain
- bb) Minor cases of discourteous, disruptive and / or unethical behaviour or acting in a manner which is not in line with our code of ethics
- vv) Minor breach of the communication policy including but not limited to any social media post which could bring Silversea into disrepute
- ww) Failure to prepare for a contract as per the instructions provided by the company.
- xx) Failure to manage poor conduct and / or poor performance.

#### 4. Minor Misconduct

Lesser breaches of the code that are not deemed serious enough for formal action may be handled with informal action.

Informal action includes but is not limited to:

- A non-recorded conversation
- A written 'verbal counsel'
- A record of discussion
- Discontinuation of promotional training or cross training
- Supportive actions e.g.
  - Coaching
  - Guidance
  - A Personal Performance Plan
  - additional training
  - Mediation
  - A move to a different section or re-assigned duties within the role
  - A change in schedule
  - Support, shadowing or monitoring from a colleague

## 5. Disciplinary Investigation and Hearing Procedures:

- An alleged breach of the Code for which informal action is considered inadequate is to be investigated by the Master or Head of Department within a reasonable time frame (with the support of the HR Manager)
- When an investigation is taking place, the Crew Member's direct Manager, Head of Department, Staff Captain and the HR Manager must be informed (unless there is clear justification not to do so). In some cases, it may be appropriate to inform the crew member that an investigation is taking place, in other cases the investigation might need to remain completely confidential
- Investigation may include (but is not limited to) obtaining and reviewing: witness statements, CCTV or photographic evidence, Security reports, gangway logs, ratings, Guest comments, Guest complaints, social media posts, text messages or other electronic messages, emails, Time and Attendance records, sign in/out sheets, Public Health logs, Public Health inspection reports, training records, the signed Acknowledgement of Company Policies, previous informal action, previous formal action, previous appraisals, Personal Performance Plans (PPP's) and PPP reviews, drug and alcohol testing records, cabin inspection records etc.
- For cases of Gross Misconduct, (aside from in straightforward, clear breach of drug and alcohol policy where further investigation is most likely not required) an investigation report must be compiled and sent to the Senior Director of Fleet HR and Crewing and Fleet HR Business Partner before a hearing is convened
- Following reasonable investigation, The Master or Head of Department is to invite the Crew Member to a disciplinary hearing and advise them of the alleged breach of the Code using the DIS 2 (Notification of Disciplinary Hearing Letter). The employee must be given reasonable time to prepare for the hearing. Reasonable time is generally deemed to be a minimum of 2 hours however, if it is imperative to act more swiftly, this time frame may be reduced. The employee may ask a colleague of their choice onboard the ship to accompany them either to observe or to speak on their behalf
- The HR Manager, must always be present at any hearing unless there are extreme circumstances such as a conflict of interest, in which case, the Master will appoint a suitable replacement
- The employee's direct Manager should be present at the hearing unless this is deemed inappropriate by the hearing chairperson
- Where Gross Misconduct hearings are chaired by the Master, the Staff Captain and relevant Head of Department should be present
- The hearing must be held in a suitable, private location
- For cases of Gross Misconduct, the HR Manager must take accurate and detailed meeting minutes
- For cases of Dismissal, the HR Manager must compile a 'Captain's Court Report' including accurate and detailed meeting minutes
- At the hearing the Crew Member must be given the opportunity to speak. The Crew Member must have the opportunity to admit or deny the allegation, to question the person bringing the allegation, to call and question any witnesses on the evidence produced against him and to make a statement
- Details of the investigation and any evidence should be shared with the Crew Member where appropriate. In some cases, some evidence can be kept confidential e.g. a witness statement or a witness name
- The investigating Officer (Master or Head of Department) may adjourn the hearing at any time for further investigation to be carried out or to consider an outcome
- For cases of Gross Misconduct, an adjournment is encouraged in order to consider an appropriate outcome and to discuss this with the HR Manager before communicating the outcome to the crew member

- After careful and thorough investigation and having considered all the evidence, the Master or Head of Department will inform the employee if they have been found to have committed the alleged breach
- If the employee is found to have committed the alleged breach, the Head of Department may impose a formal warning or the Master may dismiss the employee from the Ship
- For cases of potential dismissal, the Master will consider the employee's record on the ship, the severity of the offence and any other relevant or mitigating factors
- The outcome of the hearing is to be recorded on the Form DIS 3 (Discipline Record Form) and in an Official Log Book entry.
- A copy of the DIS2 and DIS3 is to be emailed to the employee's personal email address
- If the employee requests, they may also be given a copy of any meeting minutes or Captain's Court report
- All original documentation is to be filed by the Staff Captain
- The HR Manager keeps scanned records of all documentation and sends scanned DIS2 and DIS3 documents to the Shoreside Fleet HR and Crewing Department. HR Manager sends a scan of the DIS2 and DIS3 to the relevant Crewing Manager, relevant corporate Manager and to the Shipsure Encoding team (for upload to our crew system).
- Records of formal warnings are held in onboard files for a period of one year, thereafter all copies are removed by assigned shipboard personnel (Staff Captain and HR Manager)
- In the event of dismissal, the HR Manager will support the employee with repatriation arrangements and the employee is to be advised of any repatriation expenses to be recovered from his/her wages
- In the event of a potential dismissal, the HR Manager is to inform the Finance Officer and Senior Accountant in advance
- In cases of Gross Misconduct where dismissal is a potential outcome, the HR Manager may request flight tickets and make travel arrangements for the crew member in advance bearing in mind that these flights may be cancelled if the outcome is not dismissal
- In cases of underperformance, the Personal Performance Plan (PPP), as described in the L&D Manual and by means of forms C106a "Personal Performance Plan" and C106b "Personal Performance Review", should be used. It should be considered as a motivational tool to encourage improvement and document the intended support to be given, in order to avoid the need of any further action to be taken, where possible.
- Please be guided by the [C106c Performance & Conduct Management Flowchart](#) for proper follow up/steps

## SHIP RULES

Every crew member has a responsibility to familiarise themselves with the code of conduct, ship policies, and benefit grid (all of which are displayed in the crew area). If anyone is unsure of the rules, they must ask. All employees must familiarise themselves with their own job description and work in line with the requirements.

Alongside our policies, procedures, and standards of conduct, we have the below Ship Rules to ensure a safe and happy environment for all onboard. These rules apply to everyone and must be followed at all times.

Disciplinary action may be taken if these rules are broken.

### The Basics:

- We put people first; we treat each other with respect at all times, we are polite, friendly and we greet all guests and colleagues when we see them
- We communicate in an effective manner (in line with our communication policy) keeping relevant parties informed of required information
- We achieve excellence together; we work as a team and support each other to achieve common goals
- We do not speak negatively about Silversea, our guests, our colleagues or our competitors
- We deliver the requirements of our job description and carry out any reasonable requests set by our Managers in a positive manner
- We act professionally at all times when on duty
- We respect the onboard chain of command
- We are welcoming and supportive of new team members
- We act with integrity at all times
- All crew are responsible for timely reading of onboard communication (Notice boards, TV channel, Time and Attendance, emails etc.)

### Guest Areas:

- We show respect for all guests and guest areas at all times
- We sanitise our hands when moving around the vessel
- Guests are paying customers of Silversea; we do not cross the boundary of that relationship
- We follow the benefit grid at all times
- If we have the benefit to be in a guest area, we use common sense and never have a negative impact on the guest experience. We do not sit in the most sought after seating; this is for our guests. We allow guests to go ahead of us at the buffet
- We do not use guest elevators
- We do not use guest bathrooms
- We always use English language in guest areas
- We greet every Guest and use Guest names at every opportunity
- We smile and show a positive attitude towards our guests at all times

## Mobile Phones:

- The use of personal mobile phones whilst on duty is prohibited
- We do not bring our mobile phones on duty; we leave them in our cabin
- We do not use mobile phones whilst in uniform in public view even if off duty (i.e. no mobile phone use in terminal buildings in uniform)
- We can discretely use our mobile phones in the guest gym (access as per benefit grid) or on the jogging track and always with consideration for those around us
- When using any electronic device in the crew area, this is always done with respect for other crew
- Occasionally, for some positions, it may be required to carry a mobile phone for work purposes
- The unauthorized use of the Silversea Corporate Wi-Fi network is prohibited and might be deemed as gross misconduct.

## Exercise and Gym:

- Access to the guest gym is as per benefit grid at the allocated times for your vessel
- We do not use the towels and water in the guest gym; these are for guests
- We treat our crew gym with care and respect
- We wipe down machines after use in both the guest and crew gym
- We put equipment away neatly in both the guest and crew gym
- We only use the jogging track at allocated times (we do not use if guests are still at the grill)

## Crew Cabins:

- Every crew member must check their cabin on arrival. Any maintenance or unauthorized items must be reported to HR Manager at this time
- Our crew cabins are kept clean and tidy at all times
- Unannounced cabin inspections may take place at any time
- We change our shower curtains regularly
- We empty our garbage regularly
- We never smoke in our cabins; this is strictly prohibited
- We never have cabin parties; this is strictly prohibited
- We never take ships equipment, crockery or cutlery to our cabins
- We respect our neighbours and cabin mates by keeping noise levels to a minimum
- We prepare for announced cabin inspections with deep cleaning and tidying. We ensure our life jacket is placed on the bed for the announced cabin inspection
- We report any cabin maintenance to the HR Manager as soon as possible
- We do not keep food in our cabins; the only exception is dry, packaged food e.g. energy bars, chocolate, nuts and chips
- We do not keep electrical appliances in our cabins such as kettles, coffee machines and irons
- We ensure that electrical items such as speakers, hair dryers, hair stylers etc. are in good condition and if necessary, checked with the Chief Electrician
- We do not store alcohol over 21% in crew cabins; we can keep a maximum of 2 litres of alcohol (less than 21%)
- We ensure that any alcohol stored in crew cabins has a slop-chest sticker; this will come with any purchase from slop-chest but if we buy alcohol outside, we must take it directly to HR or security to obtain a sticker
- Crew members who receive gifts from guests in the form of alcohol, must declare these gifts to



their Department Manager, the HR Manager and Security Officer.

- All other gifts, whatever the form, must be reported to the HR Manager.
- When signing off, we leave our cabin clean and prepared for the joining crew member. We leave the cabin as we would wish to find it

### **Crew and Officer Mess:**

- Access to Officer's Mess is as per benefit grid
- We wash our hands when entering the mess rooms
- We are all responsible for clearing crockery and cutlery after ourselves
- We always correctly separate garbage
- Uniform, clean overalls or smart clothing are worn in the Officers mess; no flip flops/sandals, dirty overalls, gym wear or short skirts
- When we attend meetings or training in the Officer's Mess, we leave the room as we found it
- Food is never to be removed from the Mess

### **Crew Corridors:**

- We do not eat in crew corridors
- If carrying out haircuts in crew corridors, we clean up and leave the area as we found it
- We do not leave items in crew corridors; they remain safe and free from obstructions
- We respect the notice boards, never defacing notices or removing notices for our own use

### **Crew Laundry:**

- We respect our crew laundry areas
- We select the appropriate wash / dry program for our laundry and return within a reasonable time to remove our items
- We do not take items belonging to others, we never force laundry machine doors open
- We clean up after ourselves and never leave garbage in the crew laundry rooms
- We do not put shoes in the washing machines or driers
- We do not wash uniforms or coveralls in the crew laundry
- We ensure our pockets are empty before placing items into the machines

### **Crew Open Decks:**

- We respect all crew areas and keep them clean and tidy
- We never leave crockery or garbage on the crew open decks
- We only smoke in designated areas
- We put cigarettes out in the ashtrays and never on the floor

### **Prohibited Items:**

In addition to the drug and alcohol policy, the below items are prohibited and may be confiscated if not pre-approved for work purposes:

- Electric scooters
- Drones
- Firearms and ammunition of all types

- Toy guns and realistic replicas of firearms and explosive devices
- Highly flammable liquids and combustible substances
- Disabling electrical devices such as Tasers or stun guns
- Disabling chemicals and self-defense sprays
- Straight razors, daggers, swords or any blade over 4 inches long

## Going Ashore:

- Crew all on board time is strict. We must check this every time we leave the ship and adhere to the time stated
- Crew shore-leave requirements are strict. We must check these every time we leave the ship and adhere to the requirements stated
- If staying ashore on an overnight call, we obtain permission from our Manager and leave our contact details and address with the HR Manager
- If Passports or Seaman's Books are issued for Shore Leave, these must be returned as communicated
- All crew members going ashore must go via the gangway and swipe their crew ID (even crew members signing off the vessel)
- We can wear our own clothing when going ashore but must consider that we may be passing through guest areas or interacting with guests at this time so clothing should be appropriate. In some parts of the world, appropriate clothing for extreme weather conditions must be worn
- We do not wear our uniforms to go ashore (for non-food handlers, uniform can be worn on the pier or terminal but it must be clean and neat). Security at the gangways can deny permission to go out in case this rule is not observed
- Food handlers must never leave the ship in uniform as this is a breach of USPH
- We wait until last to get on and off shuttle buses, tenders or zodiacs
- We sit at the back of shuttle buses and tenders
- We do not eat, drink, play music or have loud conversations on shuttle buses or tenders
- Even when ashore, we remember that we are ambassadors for Silversea
- Umbrellas and water at the gangway are for the exclusive use of the guests, we do not have permission to take these items for our own use
- Any drinks set up on the pier are for guests only; we do not drink them
- Refreshing towels on embarkation are for our guests; we do not use them
- We spend the minimum time possible in the guest area when walking through to go ashore
- We never gather in the gangway/lobby area
- We never wait in the guest area to go ashore; we can wait in the crew area
- We sanitise our hands before returning onboard
- Bicycles are only taken ashore with permission from the HR Manager. We are responsible bicycle users and we always wear a helmet when cycling
- On Expedition vessels we follow the instructions of the Expedition Team with regards to shore leave
- It is prohibited to bring fresh / hot food onboard from shoreside; only dry, packaged food items are allowed. On some occasions, port authorities will prohibit the carrying of food ashore. Restrictions will be communicated and must be adhered to.
- Crew must ensure that any restricted items such as alcohol or cigarettes are within customs requirements (Usually 2l of alcohol and 200 cigarettes) and declared to the HR Manager (Personal effects declaration).