

# Fleet Appearance and Personal Hygiene Policy



## Purpose

Fleet Appearance and Personal Hygiene Policy - Publication Date 01.05.2018 – Version 1.0

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The purpose of this policy is to maintain a consistent and professional appearance for all crew members across the Carnival UK fleet which reflects our image as an industry leader and contributes towards delivering unforgettable holiday happiness for our guests.

It is difficult for this policy to cover every possibility and so is not intended to be exhaustive. The appropriateness of anything not specifically mentioned will be considered in line with the overall spirit of the policy.

## Scope

This policy applies to:

- All Seafarers employed by Fleet Maritime Services (Bermuda) Limited and Fleet Maritime Services International Limited
- Theatre Company and Musicians, including those employed by a third party company
- Concessions

Any third party employee should ensure that they comply with their own employer's policies, which may have stricter guidelines.

## Policy Details

### 1. Appearance

We recognise that some dirty jobs are performed; every effort should be made to remain clean and smart at all times.

#### 1.1 Uniform

You will be provided with the appropriate uniform for your rank. Please ensure your uniform is:

- Worn at all times when on duty, whether you are on or off the ship
- Worn as issued without alterations for personal preference
- Clean and pressed
- Kept in good condition – if it becomes worn, faded or torn repairs should be carried out by the onboard Tailor/Seamstress or new uniform requested/purchased, as applicable to your rank
- The correct size – if you lose/gain weight during a tour of duty, please request/purchase a new uniform

Please provide your own appropriate underwear (to be worn at all times) which should not be visible through your uniform.

Where appropriate, safety shoes, clothing and other Personal Protective Equipment (PPE) will be provided and, for your own safety, must be worn.

Unless you are on duty, uniform should not be worn when on shore.

Kilts may be worn (with underwear) on formal evenings with your Company issued formal jacket with epaulettes, shirt and bow tie.

### **1.1.1 Overalls**

Overalls should be worn in machinery spaces and for dirty works around the ship. Please ensure your overalls are:

- Clean and in good condition with the appropriate brand markings
- Properly fitting and fully fastened

### **1.2 Badges and Pins**

You will be provided with a name badge and customer service pin which should be worn when on duty. Your badge will state your full name if you are an Officer, otherwise it will be your first name only.

Please ensure name badges are:

- Worn in the grommets provided on the uniform
- Positioned horizontally above the left breast pocket if there are no grommets

Name badges are not to be worn on:

- A jacket lapel
- Galley uniforms

Pins:

Your Customer Service pin should be positioned approximately half an inch/1.25 cm above your name badge. Other pins that may be worn are:

- Long Service Award (Cunard) and special events pins
- One charity pin (Company supported charities only) or one military pin
- A poppy pin and/or poppy at Remembrance time

On formal evenings, Officers do not need to wear name badges and pins may be worn on the left lapel.

### **1.3 Military Honours and Awards**

Medals and decorations awarded to you by your country may be worn on formal evenings as part of formal uniform. Customer Service pins do not need to be worn at the same time.

### **1.4 Shoes**

Shoes need to be a conservative style and be clean, polished and in good repair.

Please refer to the Footwear policies for specific details by brand and rank:

<http://thebridge.carnivaluk.com/Departments/Operations/PDS/PDSShipDocs/Uniform/tabid/3576/Default.aspx>

Please note that flip flops / open toed footwear should not be worn in areas on the M1/Burma road which are involved with stores / baggage operations on a turnaround day.

Fleet Appearance and Personal Hygiene Policy  
Policy No: FLToo3/V5

## **1.5 Female Hosiery**

- Non-opaque tights or holdups are required to be worn when wearing a uniform dress or skirt at all times of the day. When wearing Tropical Whites uniform in the day, hosiery is optional.
- Black is to be worn with black uniform; navy is to be worn with navy uniform; natural skin/nude colour is to be worn with other colours of uniform
- Patterned or seamed hosiery is not permitted.

## **1.6 Socks**

Socks are to be plain with no logos/designs.

- White socks are to be worn with white shoes/sports shoes
- Black socks are to be worn with any other footwear

## **1.7 Skirts**

- Formal uniform full-length skirts should be no longer than ankle length and no shorter than knee length
- Other skirts are to be worn at knee length or up to 2 inches (5 cm) below

## **1.8 Makeup**

Makeup is to be carefully applied and not used excessively or be in bright colours. False eyelashes may be worn if you do not work in a food handling area or bar, as long as they are not excessively long/unnatural looking.

### **1.8.1 Foundation**

Foundation should be in a shade complementary to your natural skin tone. It should be well blended to achieve a natural look and to avoid stains on uniforms.

### **1.8.2 Nails**

This section does not apply to Spa and Salon staff – please refer to your own employer’s policy.

Acceptable:

- Clear or pale neutral coloured nail polish, including French manicure – unless you work in a food handling area, where, for food hygiene reasons, polish is not permitted

Not acceptable:

- Artificial nails if working in a food handling area
- Decorations, pins, stencils or any other type of nail art

## **1.9 Hair**

This section does not apply to Spa and Salon staff – please refer to your own employer’s policy.

Hair needs to be clean, dry, neat and arranged in a conservative, easy-to-maintain style at all times. If you change your hair colour, it must be natural looking and well maintained.

The following are unacceptable:

- Extreme styles
- Extremes in colour
- Excessive use of hair gel to make hair look ‘wet’
- Wigs/hairpieces if you work in a food handling/bar area

### **1.9.1 Female Hair/Hair Accessories**

If you work in the Dining Room or food service outlets, hair must be worn up, off the shoulders and away from your face.

If you work in the Galley, hair longer than the top of your collar must be tied back and covered with a hair net.

In all other areas, hair longer than shoulder-length must be tied back away from your face.

Hair Accessories must be:

- Kept to a minimum and at no time exceed 3 pieces
- In a colour that blends in with your hair colour or in gold, silver, clear or black
- No wider than 1 inch (2.5 cm)
- Used for the sole purpose of keeping the hair away from the face and not as a decorative addition

On formal evenings, Officers may wear decorative hair clips/slides that co-ordinate with other jewellery being worn.

### **1.9.2 Male Hair/Facial Hair**

Hair longer than the top of your collar of your uniform must be tied back.

Facial hair:

Acceptable:

- A neatly trimmed beard/goatee
- Neat sideburns (i.e. not in flare or mutton chop style) that do not extend below the earlobe
- A neat moustache

If you are involved in food preparation, facial hair must be covered with a snood.

Not Acceptable:

- Stubble, i.e. you may not grow any facial hair after (or just before) joining the ship

### **1.10 Jewellery**

No jewellery must prevent or interfere with you being able to perform your duties in a safe manner and so must not be worn if there are any Health and Safety concerns.

#### **1.10.1 Rings**

- One ring (no larger than a class ring) per hand may be worn on any finger
- An engagement and eternity ring may be worn in addition to a wedding ring
- If you work in a food handling area or bar, only a smooth wedding band is allowed to be worn

#### **1.10.2 Earrings**

Males:

It is unacceptable to wear earrings when on duty and in uniform.

Females:

You may wear one single pierced earring on the bottom part of each earlobe. Clip-on earrings may be worn unless you work in a food handling area or bar. They must be:

- A matching pair
- Gold or silver coloured
- Studs in the daytime - no bigger than a 5p coin (i.e. diameter of 1.5 cm/just over half an inch)
- Evening - no longer than 1 inch (2.5 cm)

On formal evenings, Officers may wear gold, silver, pearl or diamond/diamante earrings no longer than 2" (5 cm) and no more than 0.5" (1.25cm) in diameter.

#### **1.10.3 Other types of Jewellery**

Acceptable:

- Conservative tie clips (but not if you are involved in food preparation)
- A business style watch (but not if you are involved in food preparation or are a bartender)
- Medical alert necklaces/bracelets/ankle bracelets

On formal evenings, Officers may wear a small, simple style necklace/pendant that is visible in uniform and co-ordinates with earrings, i.e. gold, silver, pearl or diamond/diamante.

Not Acceptable:

- Visible necklaces, chains, pendants or similar
- Bracelets, bangles, ankle bracelets, wristbands (including charity bands) and arm bands
- Stretchers

#### **1.10.4 Body Piercing**

Facial or neck piercings are not acceptable when on duty or when you are in guest areas. This includes, but is not limited to, nose, tongue and eyebrows.

No other visible piercings or stretchers are acceptable.

#### **1.11 Sunglasses**

Sunglasses may only be worn if you are prevented from doing your job safely due to glare from the direct sun (i.e. working on the open decks) from water, countertops etc. They must be a conservative style and colour.

#### **1.12 Tattoos/Body Art**

Visible tattoos/body art on the face or neck are not acceptable for any crew member.

If you work in a guest facing position, visible tattoos on hands, arms, lower legs and feet are acceptable on the following basis:

- Design must be discreet, tasteful and not have the potential to offend any guest/colleague
- Must not detract from overall appearance standards

The decision on suitability rests with the Recruitment team for new hires and with the Onboard HR Manager thereafter. The HR Manager will consult the Employee Relations Team as appropriate.

Please be aware that you will not be considered for a promotion/transfer to a front of house position if you do not meet the criteria.

## **2. Personal Hygiene**

We are all adults and understand the importance of personal hygiene but as a guide:

- Please ensure you shower regularly and use antiperspirants.
- Your uniform is changed daily before going on duty.
- Due to close contact with others, any perfume, cologne, after shave or similar products are mildly scented and used moderately.
- Fingernails are kept clean at all times, well trimmed and of moderate length.
- Please ensure you brush your teeth regularly.

If you feel unwell and/or have open cuts and sores, you must immediately seek medical attention. Disciplinary action will be taken if you infect others by failing to seek medical attention.

Strict attention is to be paid to the ship's and US Public Health (USPH) rules on hygienic working practices. Please also read Section 7.2.2 Employee Health and 7.2.3 Employee Cleanliness in the USPH Vessel Sanitation Program Manual:

<http://www.cdc.gov/nceh/vsp/operationsmanual/OPSMannual2011.pdf>

Food handlers should also refer to Policy PHS 1208 – Food Handler Health, Personal Hygiene and Hygienic Practices – this document is held in HESS MS and is available from your manager.

### **3. Non-Uniformed Members of the Ship's Company**

This applies to anyone onboard who is not issued with a uniform.

You are expected to dress smartly and display a professional image which reflects our brands at all times. In the evenings, you should dress in rig of the day/in line with the guest dress code.

While it is not possible to have a definitive list of acceptable/unacceptable clothing, examples of items that would not be acceptable are very short dresses/skirts/shorts, strappy/revealing tops, extremely high heels and/or platform shoes with heels over 4 inches in height.

Name badges/pins must be worn at all times in guest areas.

### **4. Exceptions**

#### **4.1 Medical**

Any request for medical exceptions to this policy must be presented to the ship's doctor for consideration and a recommendation will be made to your department head.

#### **4.2 Religious**

The Company will consider departures from this policy based upon sincerely held religious beliefs. Any requests should be directed to the onboard HR Manager who will refer to the shore HR Employee Relations team if necessary.

### **5. Queries**

Any queries relating to this policy should be referred to your Onboard HR Manager who will liaise with the HR Employee Relations team if appropriate.