

UNIFORM STANDARDS

LOOK THE PART



P&O CRUISES



This guide is here to help everyone working onboard look and feel part of P&O Cruises, reflecting the brand as a holiday company industry leader through a professional appearance.



CONTENTS

First Impressions	4
Warm Welcome	6
Well Styled	7
Well Coordinated	8
Well Polished	9
Well Dressed	10
Wrapping Up	11
SHINE Pins	12
I'M NEW HERE Pin	14
Tie Standards	16
Uniform Standards Checklist	18

To ensure we look the part and SHINE in everything we do, this uniform guide 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

If you are seconded short term on board and are not allocated a uniform, you will be provided with guidelines by the line manager as to what you are required to wear whilst performing your duties. To ensure you are co-ordinated with the team you are working with, accessories such as a matching tie or scarf may be allocated.

Questions

Please see your line manager in the first instance if you have any questions relating to the uniform guide, if for any reason they are unable to help, your next point of contact is the HR Manager.



1

FIRST IMPRESSIONS

While we encourage everyone to be an **INDIVIDUAL**, we need to be aware of basic standards for our guests and colleagues. There are many ways you can look after your own personal hygiene; in this section we give tips on how to be clean and presentable.

Wash Daily

Shower or wash every day and use soap or a body wash to make sure you are clean. After you have washed, apply deodorant. If you perspire easily, think about techniques to manage this during the day, especially if you work in a warm environment e.g. bringing deodorant with you to work.

Clean Hair

Wash your hair regularly with shampoo and ensure you brush it at least once a day to ensure it is kept neat and tidy.

Oral Hygiene

Brush your teeth every morning and evening as part of your daily grooming routine to help reduce the risk of tooth decay, oral diseases, and bad breath. You should use a good toothbrush and fluoride toothpaste, making sure you brush for at least 2 minutes, reaching all surfaces of your teeth. Using dental floss or interdental sticks to clean between the teeth and a good mouthwash after brushing can help reduce the risk of decay and gum disease.

Hand Washing

You can help yourself; colleagues and guests stay healthy by washing your hands often, especially during these key times when you are likely to get and spread germs:

- ✦ Before, during, and after preparing food
- ✦ Before and after eating food
- ✦ After using the toilet
- ✦ After blowing your nose, coughing, or sneezing
- ✦ After touching garbage
- ✦ After cleaning
- ✦ Before and after treating a cut or wound







WARM WELCOME

Take pride in your uniform; send to the main laundry to keep fresh, keep on hangers in your cabin, and safe in your suitcase when leaving or joining a ship.

We are all **HEROES** of safe and well, we must wear the personal protective equipment (PPE) that is provided if necessary.

Identify if your uniform is looking tatty or worn through a simple daily check. If you think your uniform has reached the end of its life, speak to your line manager who can support with the right way to get it replaced.

Need size alterations? Our Tailor or Seamstress will be happy to help if needed to obtain a reasonable fit or fix minor repairs.

Everything has a place; Unless you are on duty, uniform should not be worn when on shore.

Name Badges

You will receive a name badge which will help our guests and colleagues to **NAVIGATE** everyone on ship. Your badge will have your first name printed on it. If you are an officer your surname will also be printed.

Please ensure name badges are:

- ✦ Always worn while on duty, positioned horizontally above the left breast pocket
- ✦ Some shirts/blouses and jackets come with grommets; these are dedicated spaces so that pins don't damage clothes (a bit like the notches in a belt, use these if you have them)
- ✦ Not worn on galley uniform or on the lapel (collar) of a jacket

Officers:

On formal evenings/Mess kit, name badges are not needed.





WELL STYLED

Hair

Hair must be kept neatly groomed and hairstyles must be secured or styled back from the face when at work.

Long hair (past the shoulder) must be worn up and properly secured in a neat and tidy fashion using grips, hairpins, nets, and conservative hair ties which are as unobtrusive as possible and as near as possible to the colour of the hair.

The use of hair colourant is an individual choice but should not be of a colour that detracts from a smart and well-groomed appearance. Check with your line manager first if you're unsure.

If you work as a food handler or work in an area that prepares food and drink and have hair longer than the top of the collar of your uniform, then it must be worn up. Wigs and hairpieces must be securely attached. If you work in the Galley you will also need a hair net.

Facial Hair

Sideburns must not extend below the ear lobe, must be of even width, and squared off to suit the overall hair style.

Beards and moustaches must be kept neatly trimmed especially in the case of beards, at the lower neck and cheekbones.

Growing of facial hair less than 2 weeks before joining a ship or once on board, resulting in stubble, is not permitted.

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

Officers:

On formal evenings you may wear decorative hair clips/slides that coordinate with other jewellery being worn





WELL COORDINATED

Jewellery

Apart from wristwatches and cufflinks where appropriate, no jewellery, bracelets, or visible chains (including necklaces and anklets) are to be worn with uniform other than those described below. The only exception is a medical alert.

Religious jewellery such as but not limited to karas, rakhi bracelets, religious pendants are permitted if your line manager can confirm they are safe to wear in conjunction with your role.

You may wear one single pierced earring on the bottom part of each earlobe, they should be:

- ✦ Matching
- ✦ Gold or silver
- ✦ Studs
- ✦ No bigger than a 5p British coin

Clip-on earrings may be worn unless you work as a food handler or in an area that prepares food and/or drink.

Rings are permitted but must be singularly worn, one ring (no larger than a class/signet ring) per hand unless you have an engagement or eternity ring. If you work as a food handler or in an area that prepares food and/or drink, only a smooth wedding band is allowed to be worn.

Officers:

On formal evenings, you may wear gold, silver, pearl, or diamond/diamanté earrings no longer than 2" (5 cm) and no more than 0.5" (1.25cm) in diameter and a necklace of similar style.

Glasses and Sunglasses

Sunglasses must only be worn if you are prevented from doing your job safely due to glare from the direct sun outside. Eyewear must be a conservative style and colour. Mirrored lenses are not permitted.





WELL POLISHED

Nails

Make sure your nails are clean and kept tidily cut. Nail art is not permitted.

- ☀️ If you work as a food handler or in an area that prepares food and/or drink, you must not wear false/acrylic/gel nails or nail varnish
- ☀️ If the above does not apply to you, you are able to wear false/acrylic/gel nails and nail varnish but the colour should be kept neutral and length should not exceed 1cm past the end of your finger

Makeup

Makeup must be discreet. We encourage you to be mindful on the use of bold eye liner, brightly coloured eye shadow, and heavy facial make-up.

If you work as a food handler or in an area that prepares food and/or drink, you must not wear false eyelashes.

Body Piercing

Other than those items detailed within the jewellery section, no form of jewellery is to be worn on the body or face, including any parts of your body that have been pierced or prepared. Body piercing does not include the piercing of the earlobe for the wearing of a stud.

Tattoos/Body Art

If you work in a guest facing area, visible tattoos on hands, arms, lower legs, and feet are acceptable if they do not detract from overall appearance standards. Visible tattoos/body art on the face or neck are not acceptable.

The decision on suitability rests with the Recruitment team for new hires and the Onboard HR Manager thereafter.

Sun Protection

Crew working outside in extreme heat, may wear UV Sun Protection arm sleeves. These are not company issue and if self purchase, MUST be in keeping with the colour of uniform provided. (eg. white sleeves for Pool Supervisor).





WELL DRESSED

Skirts

Skirts should be no longer than ankle length and no shorter than knee length.

Kilts

If you are an officer Kilts may be worn (with underwear) on formal evenings in conjunction with all other company issued formal uniform.

Overalls

Overalls must be worn in machinery spaces and for dirty works around the ship. Overalls must be:

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

Collars

Only the first button on any top must be undone when worn in open style. A correctly fitted shirt should allow two fingers between the collar and the neck.

Medals

Medals and decorations (including regimental cummerbunds) awarded to you by your country may be worn on formal evening or as part of formal uniform.

Ties

A tie is a compulsory part of some uniforms. The top button must always be fastened when wearing a tie.

- ✦ Wrap around ties – the knot should be resting between the two collar points
- ✦ The back blade should not be longer than the wider front blade
- ✦ The correct length tie will sit at the top of your waistband





WRAPPING UP

Hosiery

Tights or hold-ups are required to be worn when wearing a uniform dress or skirt at all times of the day and must not exceed 40 deniers apart from when wearing tropical whites' when hosiery is optional.

- ✦ The colour of hosiery must be in keeping with the uniform being worn
- ✦ Patterned or seamed hosiery is not permitted

Socks

Socks must be plain with no logos/designs. White socks must be worn with white footwear. Black socks must be worn with any other footwear

Underwear

Appropriate underwear must always be worn and not be visible through your uniform.

Medical

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

Religion

If you have any additional religious items you would like to wear, please speak directly with your line manager. Religious items must be in line with uniform colour palette and need to be provided by yourself.

Allowed items include, but are not limited to:

- ✦ Hijab
- ✦ Kara
- ✦ Kippah
- ✦ Turban



SHINE PINS

We SHINE in everything we do

At P&O Cruises we are more committed than ever to our ambition of becoming Britain's No.1 holiday choice. The guest experience is critical to achieving this goal and we all play a part in creating unforgettable holiday happiness for our guests in all of the roles that we do. Always wear your SHINE pin with pride.

Other pins that may be worn are:

- ☀ One charity pin (CUK supported charities only) or one military pin
- ☀ A poppy pin and/or poppy during the Remembrance period, from the last Friday in October to the end of the day on November 11
- ☀ Special event pins

Officers:

On formal evenings/Mess kit, medals and decorations awarded to you by your country may be worn. Name badges and SHINE pins do not need to be worn at the same time





SHINE Award Pin



0-4 years: Entry Pin



5 years: Amethyst



10 years: Ruby



20 years: Sapphire



30 years: Diamond



**40 years: Sapphire, Diamond, Sapphire
(3 gems)**



“I’M NEW HERE” PIN

New to Sea

For all guest facing colleagues that are new to P&O Cruises we would like them to wear the below badge for the first 4 weeks of the colleagues being onboard.

- ☀️ Colleagues should wear the badge just above their name badge (where you would normally wear the SHINE pin). In order to not overload the uniform with badges, colleagues are to not wear the SHINE pin for this first 4-week period and instead wear the ‘I’m New Here’ badge.
- ☀️ Once the colleague has been onboard for 4 weeks, they can remove the badge and replace it with their SHINE pin that they would have received at the ‘Shining Start’ workshop.



- ✦ The L&D Officer is to give all new to P&O Cruises guest facing colleagues this badge out during the 'Welcome to your ship' workshop that colleagues attend within the first day or so onboard. The L&D Officer is to explain the rationale of the new badges. HOD's need to be aware and ensure that when the colleagues have completed their first 4 weeks that they return the badge to the L&D Officer and start wearing their SHINE pin.
- ✦ Some guests may be intrigued by the badge and therefore may ask questions to the crew member, here are some potential questions and some tips on how to answer.

GUEST
QUESTION

"I see your new, are you enjoying your new job?"

"I see you are new here – how long have you worked here?"

"I see your new, please can someone with a little more experience help us?"

CREW
RESPONSE

"Thank you for asking, yes, I have just started my P&O Cruises career and enjoying every minute!"

"Yes, I have just started, it's been just a few weeks – thank you for asking"

"Of course, thank you for being patient while I look after you today – I will get a colleague right away"



TIE STANDARDS

Ties

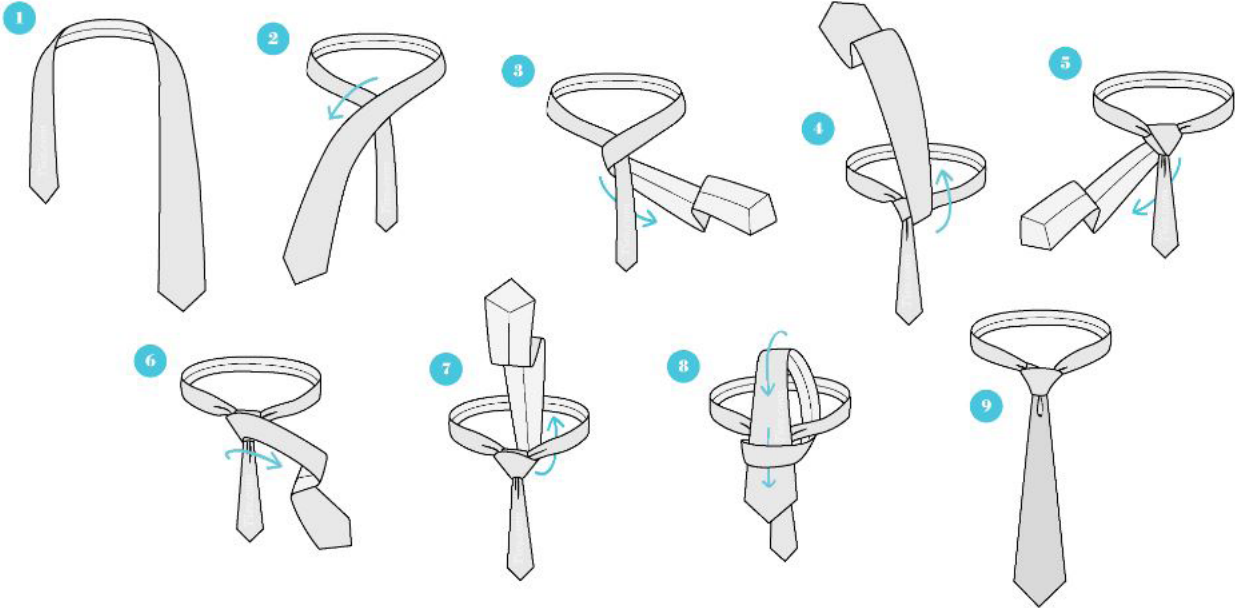
A tie is a compulsory part of some uniforms. The top button must always be fastened when wearing a tie.

- ✦ Wrap around ties – the knot should be resting between the two collar points
- ✦ The back blade should not be longer than the wider front blade
- ✦ The correct length tie will sit at the top of your waistband

The preferred style knot is a Half Windsor



Half Windsor Knot



UNIFORM STANDARDS CHECKLIST

Checklist

Shirts/Blouses/Tops

Correct Uniform for role

Shirts/Blouses top button fastened when worn with a tie

Shirts/Blouses/Polo Shirts only first button undone if worn open

Clean and pressed

Correct size/fit - 2 fingers should fit between collar and neck

Correct size/fit - buttons should not be pulling apart

Neatly tucked in to trouser or skirt

Not showing signs of wear & tear

Not showing signs of pilling/bobbling

Footwear

Correct Uniform for role

Clean and polished

PPE compliant

Correct size/fit

Not showing signs of wear and tear



Checklist

Trousers/Skirts

- Correct Uniform for role
- Correct size/fit
- Correct length (skirts no longer than ankle length and no shorter than knee length)
- Correct length (sit on shoe front when standing and hang in straight crease to the back)
- Clean and pressed
- Not showing signs of wear & tear
- Not showing signs of pilling/bobbling

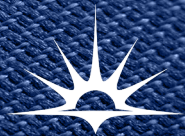
Brilliant Basics

- Clean and presentable with clean hands/fingernails
- Showered and hair washed. Clean shaven (if applicable)
- Jewellery to be kept to a minimum
- Acceptable make up/nails (polish must be neutral colour)
- Hair tied back/hairnets worn in galley area/facial hair covered with snood in Galley
- Name badge/Shine Pin in correct position (horizontally above left breast) Shine pin above name badge

Accessories

- Ties must be worn with top button fastened and neatly fashioned preferably in “Half Windsor Knot” style
- Scarves must be clean and show no signs of make up
- Must be correct issue
- No personal items/accessories to be added
- Hosiery correct colour (no more than 40 denier)
- Socks - correct with uniform plain black or white - no logos
- Underwear not visible through uniform
- Aprons - tie at back, no visible ties to front
- Aprons - 2-3” shorter than skirt
- Hats/Chef hats to be worn during service
- Boards - Hard epaulettes for Officers' are for wear with JACKETS
- Sliders - Soft epaulettes for Officers' are for wear with SHIRTS





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