

The
journey
starts with
you!

Uniform Procedure

Vers. November 2019



Detailed information on how you should wear your
uniform and work clothes correctly.


Stena Line

Content

Stena Line Uniform

- 4 *One company, one uniform, one way to wear it*
- 5 *The uniform process*
- 5 *Questions*

Your uniform

Deck

- 6-7 *Deck Officer*
- 8-9 *Deck Department*
- 10-11 *Car deck*

Engine

- 12-13 *Engine Officer*
- 14-15 *Engine Department*

Port

- 16-17 *Port Operations*

Service

- 18-19 *Onboard Sales and Service Manager*
- 20-21 *Check-in • Onboard Services*
- 22-23 *Restaurant*
- 24-25 *Kitchen*
- 26-27 *Bar & Shop*
- 28-29 *Hotel*
- 30-31 *Scarf & Tie instructions*



Stena Line uniform

One company, one uniform, one way to wear it.

Stena Line has one company uniform Procedure to make sure we are always on brand and as safe as we can.

Firstly, safety clothing and personal protective equipment and safety clothing is an important part of our uniform. It ensures a safe working environment for you and our customers. The safety standards must always be maintained both for regulatory requirement in our Safety Management System for port and vessel operation and special requirements for food safety.

Secondly, when meeting our customers our uniform plays an important part creating a great customers experience. That is why our one company Uniform Procedure should always be followed. Here you will get detailed information on how to wear your uniform correctly, as well as the standards of appearance and personal hygiene we are expecting of you.

And remember, when you wear the uniform you present the Stena Line brand and the values we stand for.



If you have any questions regarding our uniforms please do not hesitate to contact our Uniforms Coordinators. You find more information and contact details are to be found in our Employee Guide on InSite.

Take care & enjoy!

Ian Hampton

Chief People & Communications Officer

*Your
personal
Stena Line ID
Card should be
visible at
all times.*

Deck

**JACKET**

To be worn during customer meet and greet duties both on board and ashore during customer embarkation/disembarkation.

NATO SWEATER

Will be issued to employees in specific roles both on board and ashore.

SHIRT/BLOUSE

The shirt should be worn with all buttons fastened when wearing a tie. The shirt/blouse should be tucked into the trousers/skirt. Short and long sleeve shirt/blouse are available. If wearing long sleeves they are not to be worn with the sleeves rolled up.

TIE/SCARF*

Only the Company issued red Stena Line logo tie, the Stena pin and Stena tie bar is to be worn.

Only the Company issued red Stena Line logo scarf is to be worn together with the blouse.

NAME BADGE

To be worn by all employees facing customers, both on board and ashore. The name badge should only include your first name and be visible on your left-hand side at all times.

Only Company approved pins or badges are allowed.

TROUSERS/SKIRT

Trousers must be adjusted to correct length and be hemmed.

The skirt must extend to just below the knee and must be hemmed. Women can choose between skirt or trousers.

BELT

The belt must be worn with the trousers/skirt and it must only be the Company issued belt.

STOCKINGS AND SOCKS

Stockings should be seamless and natural coloured of 20 denier or less.

Socks should be black or dark blue.

SHOES/SAFETY FOOTWEAR

Employees are permitted to wear black shoes with a heel no higher than 5 cm (2 inches) and must at all times be in good condition. (Toes and heels must be covered).

Safety footwear must be worn in any areas where safety footwear is deemed necessary either by regulatory bodies, risk assessment or as stated in the Company's Safety Management System.

Please speak to your leader to clarify the arrangements for your local working area.

Personal appearance**UNIFORM**

Uniforms must be spotlessly clean, well-pressed/ironed, fit the individual and always be in good condition.

PERSONAL HYGIENE

Personal hygiene is crucial to the well-being of our guests and colleagues.

HAIR

Hair must be clean, tidy and neat at all times. Any hair accessories must be discrete. Hair should be styled in a way that is away from the face. Hair that is longer than shoulder length must be tied up.

BEARDS & MOUSTACHES

Should be clean and well-trimmed.

HANDS

Hands should be well cared for. Nails should be short and clean. Well-manicured nails are ok for employees not working in food preparation and food service areas on board and ashore.

MAKEUP

When worn should be discrete.

PERFUME

Any perfume used must be subtle and not sufficiently overpowering to cause offence or adverse reactions.

TATTOOS & PIERCING

Any tattoo and body art that may cause offence to other must be covered. No facial and neck tattoos are acceptable. No visible body piercing is acceptable.

JEWELLERY

Should be kept to a minimum, due to safety. Only small earrings, one per ear and bracelets are permitted. Necklaces or chains must be worn under your shirt or blouse.

HEAD COVERINGS

Available for relevant religious reasons. For further information please contact your leader.

PERSONAL MOBILE PHONES OR HEADPHONES

Must not be used whilst on duty.

OTHER

Smoking, e-cigarettes, eating or drinking and chewing gum is not accepted in front of customers or in public areas.

**SAFETY HELMET**

Must be worn by employees working in port operations and on the car deck on board the vessels where there is regulatory requirement, or stated in the Company's Safety Management System. Safety Helmets must be replaced following severe impact. Responsible leader may direct employee to wear a safety helmet in any other area of foreseeable risk.

NATO SWEATER

Will be issued to employees in specific roles both on board and ashore.

SHIRT/BLOUSE

The shirt should be worn with all buttons fastened when wearing a tie. The shirt/blouse should be tucked into the trousers. Short and long sleeve shirt/blouse are available. If wearing long sleeves they are not to be worn with the sleeves rolled up.

NAME BADGE

To be worn by all employees facing customers, both on board and ashore. The name badge should only include your first name and be visible on your left-hand side at all times. Only Company approved pins or badges are allowed.

TROUSERS

Trousers must be adjusted to correct length and be hemmed.

BELT

The belt must be worn with the trousers and it must only be the Company issued belt.

COVERALL

To be issued to employees in specific roles. Will be a specific colour based on the requirements of the job role, function or rank. E.g. blue for engine employees and red for deck employees, both must be Stena Line branded. To be used during maintenance work such as chipping and painting when high visibility clothing are to be saved and kept clean.

SAFETY FOOTWEAR

Safety footwear must be worn in any areas where safety footwear is deemed necessary either by regulatory bodies, risk assessment or as stated in the Company's Safety Management System.

Please speak to your leader to clarify the arrangements for your local working area.

*Personal appearance***UNIFORM**

Uniforms must be spotlessly clean, well-pressed/ironed, fit the individual and always be in good condition.

PERSONAL HYGIENE

Personal hygiene is crucial to the well-being of our guests and colleagues.

HAIR

Hair must be clean, tidy and neat at all times. Any hair accessories must be discrete. Hair should be styled in a way that is away from the face. Hair that is longer than shoulder length must be tied up.

BEARDS & MOUSTACHES

Should be clean and well-trimmed.

HANDS

Hands should be well cared for. Nails should be short and clean. Well-manicured nails are ok for employees not working in food preparation and food service areas on board and ashore.

MAKEUP

When worn should be discrete.

PERFUME

Any perfume used must be subtle and not sufficiently overpowering to cause offence or adverse reactions.

TATTOOS & PIERCING

Any tattoo and body art that may cause offence to other must be covered. No facial and neck tattoos are acceptable. No visible body piercing is acceptable.

JEWELLERY

Should be kept to a minimum, due to safety. Only small earrings, one per ear and bracelets are permitted. Necklaces or chains must be worn under your shirt or blouse.

HEAD COVERINGS

Available for relevant religious reasons. For further information please contact your leader.

PERSONAL MOBILE PHONES OR HEADPHONES

Must not be used whilst on duty.

OTHER

Smoking, e-cigarettes, eating or drinking and chewing gum is not accepted in front of customers or in public areas.

Deck



SAFETY HELMET

Must be worn by employees working in port operations and on the car deck on board the vessels where there is regulatory requirement, or stated in the Company's Safety Management System. Safety Helmets must be replaced following severe impact. Responsible leader may direct employee to wear a safety helmet in any other area of foreseeable risk.

EAR & EYE PROTECTION

Must be worn by all employees working in noisy machinery spaces and other designated ear protection areas, as stated in the Company's Safety Management System. Eye protection must be worn if deemed necessary.

HIGH VISIBILITY CLOTHING

This includes vests, jackets and trousers. High visibility clothing is provided as appropriate to the working environment. These must be worn in port operation, on car deck or where it is deemed by regulatory bodies, risk assessment or as stated in the Company's Safety Management System. Responsible leader may direct employees to wear high visibility clothing in any other area where there is foreseeable risk.

NAME BADGE

To be worn by all employees facing customers, both on board and ashore. The name badge should only include your first name and be visible on your left-hand side at all times. Only Company approved pins or badges are allowed.

SAFETY GLOVES

A variety of protective gloves suitable to the relevant task will be provided and must be worn.

SAFETY FOOTWEAR

Safety footwear must be worn in any areas where safety footwear is deemed necessary either by regulatory bodies, risk assessment or as stated in the Company's Safety Management System.

Please speak to your leader to clarify the arrangements for your local working area.

WHISTLE

Must be worn by all employees who has control of vehicle movements when loading or discharging our ships. The whistle is to be used as well as hand signal to attract attention in a Risk Assessment situation.

Personal appearance

UNIFORM

Uniforms must be spotlessly clean, well-pressed/ironed, fit the individual and always be in good condition.

PERSONAL HYGIENE

Personal hygiene is crucial to the well-being of our guests and colleagues.

HAIR

Hair must be clean, tidy and neat at all times. Any hair accessories must be discrete. Hair should be styled in a way that is away from the face. Hair that is longer than shoulder length must be tied up.

BEARDS & MOUSTACHES

Should be clean and well-trimmed.

HANDS

Hands should be well cared for. Nails should be short and clean. Well-manicured nails are ok for employees not working in food preparation and food service areas on board and ashore.

MAKEUP

When worn should be discrete.

PERFUME

Any perfume used must be subtle and not sufficiently overpowering to cause offence or adverse reactions.

TATTOOS & PIERCING

Any tattoo and body art that may cause offence to other must be covered. No facial and neck tattoos are acceptable. No visible body piercing is acceptable.

JEWELLERY

Should be kept to a minimum, due to safety. Only small earrings, one per ear and bracelets are permitted. Necklaces or chains must be worn under your shirt or blouse.

HEAD COVERINGS

Available for relevant religious reasons. For further information please contact your leader.

PERSONAL MOBILE PHONES OR HEADPHONES

Must not be used whilst on duty.

OTHER

Smoking, e-cigarettes, eating or drinking and chewing gum is not accepted in front of customers or in public areas.

Engine



JACKET

To be worn during customer meet and greet duties both on board and ashore during customer embarkation/disembarkation.

NATO SWEATER

Will be issued to employees in specific roles both on board and ashore.

SHIRT/BLOUSE

The shirt should be worn with all buttons fastened when wearing a tie. The shirt/blouse should be tucked into the trousers/skirt. Short and long sleeve shirt/blouse are available. If wearing long sleeves they are not to be worn with the sleeves rolled up.

TIE/SCARF*

Only the Company issued red Stena Line logo tie, the Stena pin and Stena tie bar is to be worn.

Only the Company issued red Stena Line logo scarf is to be worn together with the blouse.

NAME BADGE

To be worn by all employees facing customers, both on board and ashore. The name badge should only include your first name and be visible on your left-hand side at all times.

Only Company approved pins or badges are allowed.

TROUSERS /SKIRT

Trousers must be adjusted to correct length and be hemmed.

The skirt must extend to just below the knee and must be hemmed. Women can choose between skirt or trousers.

BELT

The belt must be worn with the trousers/skirt and it must only be the Company issued belt.

STOCKINGS AND SOCKS

Stockings should be seamless and natural coloured of 20 denier or less.

Socks should be black or dark blue.

SHOES /SAFETY FOOTWEAR

Employees are permitted to wear black shoes with a heel no higher than 5 cm (2 inches) and must at all times be in good condition. (Toes and heels must be covered).

Safety footwear must be worn in any areas where safety footwear is deemed necessary either by regulatory bodies, risk assessment or as stated in the Company's Safety Management System.

Please speak to your leader to clarify the arrangements for your local working area.

Personal appearance

UNIFORM

Uniforms must be spotlessly clean, well-pressed/ironed, fit the individual and always be in good condition.

PERSONAL HYGIENE

Personal hygiene is crucial to the well-being of our guests and colleagues.

HAIR

Hair must be clean, tidy and neat at all times. Any hair accessories must be discrete. Hair should be styled in a way that is away from the face. Hair that is longer than shoulder length must be tied up.

BEARDS & MOUSTACHES

Should be clean and well-trimmed.

HANDS

Hands should be well cared for. Nails should be short and clean. Well-manicured nails are ok for employees not working in food preparation and food service areas on board and ashore.

MAKEUP

When worn should be discrete.

PERFUME

Any perfume used must be subtle and not sufficiently overpowering to cause offence or adverse reactions.

TATTOOS & PIERCING

Any tattoo and body art that may cause offence to other must be covered. No facial and neck tattoos are acceptable. No visible body piercing is acceptable.

JEWELLERY

Should be kept to a minimum, due to safety. Only small earrings, one per ear and bracelets are permitted. Necklaces or chains must be worn under your shirt or blouse.

HEAD COVERINGS

Available for relevant religious reasons. For further information please contact your leader.

PERSONAL MOBILE PHONES OR HEADPHONES

Must not be used whilst on duty.

OTHER

Smoking, e-cigarettes, eating or drinking and chewing gum is not accepted in front of customers or in public areas.

Engine



EAR & EYE PROTECTION

Must be worn by all employees working in noisy machinery spaces and other designated ear protection areas, as stated in the Company's Safety Management System. Eye protection must be worn if deemed necessary.

COVERALL

To be issued to employees in specific roles. Will be a specific colour based on the requirements of the job role, function or rank. E.g. blue for engine employees and red for deck employees, both must be Stena Line branded. To be used during maintenance work such as chipping and painting when high visibility clothing are to be saved and kept clean.

SAFETY GLOVES

A variety of protective gloves suitable to the relevant task will be provided and must be worn.

SAFETY FOOTWEAR

Safety footwear must be worn in any areas where safety footwear is deemed necessary either by regulatory bodies, risk assessment or as stated in the Company's Safety Management System. Please speak to your leader to clarify the arrangements for your local working area.

Personal appearance

UNIFORM

Uniforms must be spotlessly clean, well-pressed/ironed, fit the individual and always be in good condition.

PERSONAL HYGIENE

Personal hygiene is crucial to the well-being of our guests and colleagues.

HAIR

Hair must be clean, tidy and neat at all times. Any hair accessories must be discrete. Hair should be styled in a way that is away from the face. Hair that is longer than shoulder length must be tied up.

BEARDS & MOUSTACHES

Should be clean and well-trimmed.

HANDS

Hands should be well cared for. Nails should be short and clean. Well-manicured nails are ok for employees not working in food preparation and food service areas on board and ashore.

MAKEUP

When worn should be discrete.

PERFUME

Any perfume used must be subtle and not sufficiently overpowering to cause offence or adverse reactions.

TATTOOS & PIERCING

Any tattoo and body art that may cause offence to other must be covered. No facial and neck tattoos are acceptable. No visible body piercing is acceptable.

JEWELLERY

Should be kept to a minimum, due to safety. Only small earrings, one per ear and bracelets are permitted. Necklaces or chains must be worn under your shirt or blouse.

HEAD COVERINGS

Available for relevant religious reasons. For further information please contact your leader.

PERSONAL MOBILE PHONES OR HEADPHONES

Must not be used whilst on duty.

OTHER

Smoking, e-cigarettes, eating or drinking and chewing gum is not accepted in front of customers or in public areas.



SAFETY HELMET

Must be worn by employees working in port operations and on the car deck on board the vessels where there is regulatory requirement, or stated in the Company's Safety Management System. Safety Helmets must be replaced following severe impact. The Port Operations Manager or other responsible manager may direct employee to wear a safety helmet in any other area of foreseeable risk.

EAR & EYE PROTECTION

Must be worn by all employees working in noisy machinery spaces and other designated ear protection areas, as stated in the Company's Safety Management System. Eye protection must be worn if deemed necessary.

HIGH VISIBILITY CLOTHING

This includes vests, jackets and trousers. High visibility clothing is provided as appropriate to the working environment. These must be worn in port operation, on car deck or where it is deemed by regulatory bodies, risk assessment or as stated in the Company's Safety Management System. Port Operations Manager or other responsible manager may direct employees to wear high visibility clothing in any other area where there is foreseeable risk.

NAME BADGE

To be worn by all employees facing customers, both on board and ashore. The name badge should only include your first name and be visible on your left-hand side at all times.

Only Company approved pins or badges are allowed.

SAFETY GLOVES

A variety of protective gloves suitable to the relevant task will be provided and must be worn.

SAFETY FOOTWEAR

Safety footwear must be worn in any areas where safety footwear is deemed necessary either by regulatory bodies, risk assessment or as stated in the Company's Safety Management System.

Please speak to your leader to clarify the arrangements for your local working area.

WHISTLE

Must be worn by all employees who has control of vehicle movements when loading or discharging our ships. The whistle is to be used as well as hand signal to attract attention in a Risk Assessment situation.

Personal appearance

UNIFORM

Uniforms must be spotlessly clean, well-pressed/ironed, fit the individual and always be in good condition.

PERSONAL HYGIENE

Personal hygiene is crucial to the well-being of our guests and colleagues.

HAIR

Hair must be clean, tidy and neat at all times. Any hair accessories must be discrete. Hair should be styled in a way that is away from the face. Hair that is longer than shoulder length must be tied up.

BEARDS & MOUSTACHES

Should be clean and well-trimmed.

HANDS

Hands should be well cared for. Nails should be short and clean. Well-manicured nails are ok for employees not working in food preparation and food service areas on board and ashore.

MAKEUP

When worn should be discrete.

PERFUME

Any perfume used must be subtle and not sufficiently overpowering to cause offence or adverse reactions.

TATTOOS & PIERCING

Any tattoo and body art that may cause offence to other must be covered. No facial and neck tattoos are acceptable. No visible body piercing is acceptable.

JEWELLERY

Should be kept to a minimum, due to safety. Only small earrings, one per ear and bracelets are permitted. Necklaces or chains must be worn under your shirt or blouse.

HEAD COVERINGS

Available for relevant religious reasons. For further information please contact your leader.

PERSONAL MOBILE PHONES OR HEADPHONES

Must not be used whilst on duty.

OTHER

Smoking, e-cigarettes, eating or drinking and chewing gum is not accepted in front of customers or in public areas.

Service



JACKET

To be worn during customer meet and greet duties both on board and ashore during customer embarkation/disembarkation. The male jacket should be worn with the top button fastened. Managers within OSS always wear epaulette and/or braid.

SHIRT/BLOUSE

The shirt should be worn with all buttons fastened when wearing a tie. The shirt/blouse should be tucked into the trousers/skirt. Short and long sleeve shirt/blouse are available. If wearing long sleeves they are not to be worn with the sleeves rolled up.

TIE/SCARF*

Only the Company issued red Stena Line logo tie, the Stena pin and Stena tie bar is to be worn.

Only the Company issued red Stena Line logo scarf is to be worn together with the blouse.

NAME BADGE

To be worn by all employees facing customers, both on board and ashore. The name badge should only include your first name and be visible on your left-hand side at all times.

Only Company approved pins or badges are allowed.

TROUSERS /SKIRT

Trousers must be adjusted to correct length and be hemmed.

The skirt must extend to just below the knee and must be hemmed. Women can choose between skirt or trousers.

BELT

The belt must be worn with the trousers/skirt and it must only be the Company issued belt.

STOCKINGS AND SOCKS

Stockings should be seamless and natural coloured of 20 denier or less.

Socks should be black or dark blue.

SHOES /SAFETY FOOTWEAR

Employees are permitted to wear black shoes with a heel no higher than 5 cm (2 inches) and must at all times be in good condition. (Toes and heels must be covered).

Safety footwear must be worn in any areas where safety footwear is deemed necessary either by regulatory bodies, risk assessment or as stated in the Company's Safety Management System.

Please speak to your leader to clarify the arrangements for your local working area.

Personal appearance

UNIFORM

Uniforms must be spotlessly clean, well-pressed/ironed, fit the individual and always be in good condition.

PERSONAL HYGIENE

Personal hygiene is crucial to the well-being of our guests and colleagues.

HAIR

Hair must be clean, tidy and neat at all times. Any hair accessories must be discrete. Hair should be styled in a way that is away from the face. Hair that is longer than shoulder length must be tied up.

BEARDS & MOUSTACHES

Should be clean and well-trimmed.

HANDS

Hands should be well cared for. Nails should be short and clean. Well-manicured nails are ok for employees not working in food preparation and food service areas on board and ashore.

MAKEUP

When worn should be discrete.

PERFUME

Any perfume used must be subtle and not sufficiently overpowering to cause offence or adverse reactions.

TATTOOS & PIERCING

Any tattoo and body art that may cause offence to other must be covered. No facial and neck tattoos are acceptable. No visible body piercing is acceptable.

JEWELLERY

Should be kept to a minimum, due to safety. Only small earrings, one per ear and bracelets are permitted. Necklaces or chains must be worn under your shirt or blouse.

HEAD COVERINGS

Available for relevant religious reasons. For further information please contact your leader.

PERSONAL MOBILE PHONES OR HEADPHONES

Must not be used whilst on duty.

OTHER

Smoking, e-cigarettes, eating or drinking and chewing gum is not accepted in front of customers or in public areas.

Service



JACKET

To be worn during customer meet and greet duties both on board and ashore during customer embarkation/disembarkation. The male jacket should be worn with the top button fastened.

SHIRT/BLOUSE

The shirt should be worn with all buttons fastened when wearing a tie. The shirt/blouse should be tucked into the trousers/skirt. Short and long sleeve shirt/blouse are available. If wearing long sleeves they are not to be worn with the sleeves rolled up.

TIE/SCARF*

Only the Company issued red Stena Line logo tie, the Stena pin and Stena tie bar is to be worn.

Only the Company issued red Stena Line logo scarf is to be worn together with the blouse.

NAME BADGE

To be worn by all employees facing customers, both on board and ashore. The name badge should only include your first name and be visible on your left-hand side at all times.

Only Company approved pins or badges are allowed.

TROUSERS /SKIRT

Trousers must be adjusted to correct length and be hemmed.

The skirt must extend to just below the knee and must be hemmed. Women can choose between skirt or trousers.

BELT

The belt must be worn with the trousers/skirt and it must only be the Company issued belt.

STOCKINGS AND SOCKS

Stockings should be seamless and natural coloured of 20 denier or less.

Socks should be black or dark blue.

SHOES /SAFETY FOOTWEAR

Employees are permitted to wear black shoes with a heel no higher than 5 cm (2 inches) and must at all times be in good condition. (Toes and heels must be covered).

Safety footwear must be worn in any areas where safety footwear is deemed necessary either by regulatory bodies, risk assessment or as stated in the Company's Safety Management System.

Please speak to your leader to clarify the arrangements for your local working area.

Personal appearance

UNIFORM

Uniforms must be spotlessly clean, well-pressed/ironed, fit the individual and always be in good condition.

PERSONAL HYGIENE

Personal hygiene is crucial to the well-being of our guests and colleagues.

HAIR

Hair must be clean, tidy and neat at all times. Any hair accessories must be discrete. Hair should be styled in a way that is away from the face. Hair that is longer than shoulder length must be tied up.

BEARDS & MOUSTACHES

Should be clean and well-trimmed.

HANDS

Hands should be well cared for. Nails should be short and clean. Well-manicured nails are ok for employees not working in food preparation and food service areas on board and ashore.

MAKEUP

When worn should be discrete.

PERFUME

Any perfume used must be subtle and not sufficiently overpowering to cause offence or adverse reactions.

TATTOOS & PIERCING

Any tattoo and body art that may cause offence to other must be covered. No facial and neck tattoos are acceptable. No visible body piercing is acceptable.

JEWELLERY

Should be kept to a minimum, due to safety. Only small earrings, one per ear and bracelets are permitted. Necklaces or chains must be worn under your shirt or blouse.

HEAD COVERINGS

Available for relevant religious reasons. For further information please contact your leader.

PERSONAL MOBILE PHONES OR HEADPHONES

Must not be used whilst on duty.

OTHER

Smoking, e-cigarettes, eating or drinking and chewing gum is not accepted in front of customers or in public areas.

Service



WAISTCOAT

The waistcoat must be worn by the service employees in the restaurant and should at all times be fully buttoned.

LONG SLEEVE SHIRT/BLOUSE

The shirt should be worn with all buttons fastened when wearing a tie. The shirt/blouse should be tucked into the trousers/skirt. When wearing long sleeves they are not to be worn with the sleeves rolled up.

TIE/SCARF*

Only the Company issued red Stena Line logo tie, the Stena pin and Stena tie bar is to be worn.

Only the Company issued red Stena Line logo scarf is to be worn together with the blouse.

APRON

Blue apron to be used in food preparation.

NAME BADGE

To be worn by all employees facing customers, both on board and ashore. The name badge should only include your first name and be visible on your left-hand side at all times.

Only Company approved pins or badges are allowed.

TROUSERS /SKIRT

Trousers must be adjusted to correct length and be hemmed.

The skirt must extend to just below the knee and must be hemmed. Women can choose between skirt or trousers.

BELT

The belt must be worn with the trousers/skirt and it must only be the Company issued belt.

STOCKINGS AND SOCKS

Stockings should be seamless and natural coloured of 20 denier or less.

Socks should be black or dark blue.

SHOES /SAFETY FOOTWEAR

Employees are permitted to wear black shoes with a heel no higher than 5 cm (2 inches) and must at all times be in good condition. (Toes and heels must be covered).

Safety footwear must be worn in any areas where safety footwear is deemed necessary either by regulatory bodies, risk assessment or as stated in the Company's Safety Management System.

Please speak to your leader to clarify the arrangements for your local working area.

Personal appearance

UNIFORM

Uniforms must be spotlessly clean, well-pressed/ironed, fit the individual and always be in good condition.

PERSONAL HYGIENE

Personal hygiene is crucial to the well-being of our guests and colleagues.

HAIR

Hair must be clean, tidy and neat at all times. Any hair accessories must be discrete. Hair should be styled in a way that is away from the face. Hair that is longer than shoulder length must be tied up.

BEARDS & MOUSTACHES

Should be clean and well-trimmed.

HANDS

Hands should be well cared for. Nails should be short and clean. Well-manicured nails are ok for employees not working in food preparation and food service areas on board and ashore.

MAKEUP

When worn should be discrete.

PERFUME

Any perfume used must be subtle and not sufficiently overpowering to cause offence or adverse reactions.

TATTOOS & PIERCING

Any tattoo and body art that may cause offence to other must be covered. No facial and neck tattoos are acceptable. No visible body piercing is acceptable.

JEWELLERY

Should be kept to a minimum, due to safety. Only small earrings, one per ear and bracelets are permitted. Necklaces or chains must be worn under your shirt or blouse.

HEAD COVERINGS

Available for relevant religious reasons. For further information please contact your leader.

PERSONAL MOBILE PHONES OR HEADPHONES

Must not be used whilst on duty.

OTHER

Smoking, e-cigarettes, eating or drinking and chewing gum is not accepted in front of customers or in public areas.

Service



HAT / HAIR NETS

Employees may be required to wear a combination of these items during food preparation or food service where the wearing of such items is a regulatory requirement.

CHEF WHITES

Chef whites will be issued to employees working in our kitchen.

APRON

White apron to be used working in the kitchen.

Blue apron to be used when working in the restaurant.

CHEF TROUSERS

Trousers must be adjusted to correct length and be hemmed.

SAFETY FOOTWEAR

Safety footwear must be worn in any areas where safety footwear is deemed necessary either by regulatory bodies, risk assessment or as stated in the Company's Safety Management System.

Please speak to your leader to clarify the arrangements for your local working area.

Special requirements food safety

Stena Line will ensure that food safety standards are maintained at all times within all units, to guarantee our customers and employees that any food prepared, purchased and consumed at Stena Line food area is safe. To ensure that we maintain safety at all times, employees working in food preparation and service areas are required to adhere to more stringent uniform procedure restrictions.

PERSONAL HYGIENE

Regularly hand washing is one of the most important actions that can be carried out to avoid contamination in food preparation or food service areas. Hands should be well cared for. Nails should be short and clean.

When working in food preparation or service areas always cover cuts or grazes with a blue waterproof bandage and never put your fingers to your lips, nose or hair whilst preparing or handling food as this could become a source of cross contamination.

JEWELLERY

When worn by food handlers will be restricted to a single, plain band wedding ring with no stones and a single pair of small and discrete earrings. No watches or other jewellery to be worn whilst working in food preparation areas.

NAILPOLISH

Not permitted for employees working with food preparation or in food service areas.

MAKE UP/ COSMETICS / FRAGRANCE

To be kept to a minimum for employees working with food preparation or in food service areas.

Personal appearance

HAIR

Hair must be clean, tidy and neat at all times. Any hair accessories must be discrete. Hair should be styled in a way that is away from the face. Hair that is longer than shoulder length must be tied up.

BEARD & MOUSTACHES

Should be clean and well-trimmed.

TATTOOS & PIERCING

Any tattoo and body art that may cause offence to other must be covered. No facial and neck tattoos are acceptable. No visible body piercing is acceptable.

HEAD COVERINGS

Available for relevant religious reasons. For further information please contact your local leader.

PERSONAL MOBILE PHONES OR HEADPHONES

Must not be used whilst on duty.

OTHER

Smoking, e-cigarettes, eating or drinking and chewing gum is not accepted in front of customers or in public areas.

Service



JACKET

To be worn during customer meet and greet duties both on board and ashore during customer embarkation/disembarkation. The male jacket should be worn with the top button fastened.

WAISTCOAT

When wearing the waistcoat it must always be fully buttoned.

SHORT SLEEVE SHIRT/BLOUSE

The shirt should be worn with all buttons fastened when wearing a tie. The shirt/blouse should be tucked into the trousers/skirt.

TIE/SCARF*

Only the Company issued red Stena Line logo tie, the Stena pin and Stena tie bar is to be worn.

Only the Company issued red Stena Line logo scarf is to be worn together with the blouse.

NAME BADGE

To be worn by all employees facing customers, both on board and ashore. The name badge should only include your first name and be visible on your left-hand side at all times.

Only Company approved pins or badges are allowed.

TROUSERS /SKIRT

Trousers must be adjusted to correct length and be hemmed.

The skirt must extend to just below the knee and must be hemmed. Women can choose between skirt or trousers.

BELT

The belt must be worn with the trousers/skirt and it must only be the Company issued belt.

STOCKINGS AND SOCKS

Stockings should be seamless and natural coloured of 20 denier or less.

Socks should be black or dark blue.

SHOES /SAFETY FOOTWEAR

Employees are permitted to wear black shoes with a heel no higher than 5 cm (2 inches) and must at all times be in good condition. (Toes and heels must be covered).

Safety footwear must be worn in any areas where safety footwear is deemed necessary either by regulatory bodies, risk assessment or as stated in the Company's Safety Management System.

Please speak to your leader to clarify the arrangements for your local working area.

Personal appearance

UNIFORM

Uniforms must be spotlessly clean, well-pressed/ironed, fit the individual and always be in good condition.

PERSONAL HYGIENE

Personal hygiene is crucial to the well-being of our guests and colleagues.

HAIR

Hair must be clean, tidy and neat at all times. Any hair accessories must be discrete. Hair should be styled in a way that is away from the face. Hair that is longer than shoulder length must be tied up.

BEARDS & MOUSTACHES

Should be clean and well-trimmed.

HANDS

Hands should be well cared for. Nails should be short and clean. Well-manicured nails are ok for employees not working in food preparation and food service areas on board and ashore.

MAKEUP

When worn should be discrete.

PERFUME

Any perfume used must be subtle and not sufficiently overpowering to cause offence or adverse reactions.

TATTOOS & PIERCING

Any tattoo and body art that may cause offence to other must be covered. No facial and neck tattoos are acceptable. No visible body piercing is acceptable.

JEWELLERY

Should be kept to a minimum, due to safety. Only small earrings, one per ear and bracelets are permitted. Necklaces or chains must be worn under your shirt or blouse.

HEAD COVERINGS

Available for relevant religious reasons. For further information please contact your leader.

PERSONAL MOBILE PHONES OR HEADPHONES

Must not be used whilst on duty.

OTHER

Smoking, e-cigarettes, eating or drinking and chewing gum is not accepted in front of customers or in public areas.



Service

T-SHIRT

Will be issued to employees in specific roles both on board and ashore.

NAME BADGE

To be worn by all employees facing customers, both on board and ashore. The name badge should only include your first name and be visible on your left-hand side at all times.

Only Company approved pins or badges are allowed.

TROUSERS

Trousers must be adjusted to correct length and be hemmed.

BELT

The belt must be worn with the trousers and it must only be the Company issued belt.

SAFETY FOOTWEAR

Black trainers (white sole not accepted) are acceptable in some regions for hotel employees.

Safety footwear must be worn in any areas where safety footwear is deemed necessary either by regulatory bodies, risk assessment or as stated in the Company's Safety Management System.

Please speak to your leader to clarify the arrangements for your local working area.

Personal appearance

UNIFORM

Uniforms must be spotlessly clean, well-pressed/ironed, fit the individual and always be in good condition.

PERSONAL HYGIENE

Personal hygiene is crucial to the well-being of our guests and colleagues.

HAIR

Hair must be clean, tidy and neat at all times. Any hair accessories must be discrete. Hair should be styled in a way that is away from the face. Hair that is longer than shoulder length must be tied up.

BEARDS & MOUSTACHES

Should be clean and well-trimmed.

HANDS

Hands should be well cared for. Nails should be short and clean. Well-manicured nails are ok for employees not working in food preparation and food service areas on board and ashore.

MAKEUP

When worn should be discrete.

PERFUME

Any perfume used must be subtle and not sufficiently overpowering to cause offence or adverse reactions.

TATTOOS & PIERCING

Any tattoo and body art that may cause offence to other must be covered. No facial and neck tattoos are acceptable. No visible body piercing is acceptable.

JEWELLERY

Should be kept to a minimum, due to safety. Only small earrings, one per ear and bracelets are permitted. Necklaces or chains must be worn under your shirt or blouse.

HEAD COVERINGS

Available for relevant religious reasons. For further information please contact your leader.

PERSONAL MOBILE PHONES OR HEADPHONES

Must not be used whilst on duty.

OTHER

Smoking, e-cigarettes, eating or drinking and chewing gum is not accepted in front of customers or in public areas.

Company issued Scarf

Only the Company issued red Stena Line logo scarf is to be worn together with the blouse.

You wear your scarf either inside or outside the blouse.



Company issued Tie

Only the Company issued red Stena Line logo tie and tie bar is to be worn.

Safety tie with adjustable elastic in the neck and a hook for fastening. Available in two different lengths, M = 49 cm, L = 59 cm.



Stena Line Uniform Procedure November 2019

More information and contact details are to be found in
our Employee Guide on InSite.

