



**PTE Limited**



**Policies & Procedures**

**Seafaring Staff**

**Irish Sea**

**V2.1**



**This pack contains forms for completion and documents for information relating to your employment with this Company.**

**Contents:**

- Notes for Guidance
- Notification of Absence Procedures
- Drugs and Alcohol Policy
- Company Harassment Policy
- Equal Opportunities Policy
- Health, Safety & Environmental Policy
- Health and Safety at Work Act 1974
- Food Hygiene
- Working Practices for Till Operators,
- Cash Handling
- Code of Conduct for the Merchant Navy
- Grievance Procedure
- Onboard Complaints Procedure
- Attendance Management Sickness Absence Procedures
- Onboard Gaming Policy
- E-mail/Social Media and Internet Policies
- IT Security
- Employee Duty Free purchase Policy
- Security
- Uniform

**In conjunction with the above policies, the following were also discussed and summarised:**

- Alcohol Policy & Breathalyser procedures, applicable to your area of operation
- Drugs policy
- Merchant Navy Code of Conduct
  
- Smoke Free Workplace Policy

***You should study these policies carefully ensuring that you are familiar with the content, then sign, date and return the Receipt of Policy sheet contained within this booklet to your Trainer or Human Resources representative.***



## TRAINING COURSES

There are various statutory training courses, which you will need to successfully complete prior to you commencing work onboard. These include:

Marine Evacuation Systems (If Applicable)

Type Rate Training

Level 2 Food Safety in Catering

STCW Personal Survival Techniques

STCW Personal Safety and Social Responsibility

STCW First Aid Training

STCW Security Awareness

STCW Proficiency of Fire Prevention and Fire Fighting

You will have received / will receive more details on the above course prior to commencement.

You will be required to obtain a Discharge Book at your own expense before you work onboard.

### **The following are some notes for your guidance**

Limited parking facilities are available within the dock area. Should we be able to provide you with parking facilities, you will be expected to use them for duty purposes only and to vacate your space promptly at the end of your shift.

You will be provided with a Company Security/Photo-Identity Pass, which will allow you access to Company property (including your vessel), and will also allow access to some discretionary benefits during the course of your employment.

**Company Photo Identity Passes are issued from the Security Centre in Holyhead and are to be prominently displayed (above waist height) at all times within the port and while embarking/disembarking from the vessel in compliance with the ISPS regulations.**

Loss of, or damage to, any of these permits will prevent access to your place of work and may therefore jeopardise your employment. Please report such loss or damage immediately, and replacements can be obtained through the Human Resources Department. Please note that there will be a charge of £10.00 per pass for replacement.



## **NOTIFICATION OF ABSENCE**

Notification is simply a matter of informing the Company if you are unable to attend work due to sickness or injury. The Company will then take action to cover your absence with an alternative member of staff, and ensure that you are removed from the sailing crew list required by the Merchant Shipping Association for each sailing.

Even if you do not qualify for Company Sick Pay, it is a requirement of your continuing employment that you adhere to these procedures.

### **If you become sick away from work**

You must notify any vessel that you were rostered to join during your expected period of absence by telephone no later than 4 hours prior to your rostered joining time, giving the information listed below:

Giving the following information:

- a) your name and rostered time of joining
- b) the date/time of your next duty you are rostered for
- c) the nature of your sickness and the expected length of absence from duty.

If for any reason you are unable to make contact yourself, you should ensure that the message is delivered by a relative or friend.

**Please see the Attendance Management (Sickness Absence Procedures) for full details.**



Title Drug & Alcohol Policy		Scope Stena Line	
Version 2.0	Date 2018-03-23	Owner Niclas Mårtensson	Responsible Ian Hampton

# Drug & Alcohol Policy

## Stena Line

### Purpose

Every year Stena Line has the responsibility for millions of customers onboard our vessels as well as significant and diverse cargoes. Employee behaviour and how we control drug use and alcohol consumption is therefore an important factor in ensuring the safety of all persons onboard and protecting the environment.

### Scope

This policy applies to all employees. Contractors shall conform to this policy whilst under contractual agreement with Stena Line.

Unless otherwise dictated by national statutory law, or collective agreements, the following will apply.

### Objective / Policy

#### Alcohol:

Whilst alcohol is available to purchase onboard the vessels for guest consumption it is prohibited for any employee to consume alcohol or otherwise be impaired by alcohol during the service period.

#### Drugs:

Possession and use of any controlled drug unless medically prescribed by a doctor is strictly prohibited. Persons found unlawfully possessing, abusing, handling or distributing controlled drugs will be reported to the authorities where they may face prosecution under applicable national law.



**Service Period:**

Period of service for onboard employees includes all working hours and any spare time during the period of service onboard the vessel and whilst ashore. Exception to this rule may be granted by responsible manager, when on company business.

Service period for shore employees includes all working hours.

It is the duty of everyone to ensure that any person affected by drugs or alcohol is relieved of their duties and provided with required care in accordance with the situation. If it is suspected that an employee is abusing drugs or consuming alcohol it is always right to act instead of accepting the matter.

Stena Line acknowledges that the abuse of drugs and excessive consumption of alcohol are health problems which can be treated and encourages anyone so affected to seek prompt expert treatment and counseling for which Stena Line will provide assistance.

Breach of this policy will result in action being taken in accordance with the respective employment agreement. This statement shall be communicated to managers, employees and contractors and shall be available to the public.



Title Anti-Harassment Policy		Scope Stena Line	
Version 1.0	Date 2018-03-23	Owner Niclas Mårtensson	Responsible Ian Hampton



# **Anti-Harassment Policy**

## Stena Line



## **Purpose**

Stena Line's Anti-Harassment Policy expresses our commitment to maintain a workplace that is free of harassment. The company does not tolerate intimidating, humiliating or sabotaging behaviour in the workplace.

## **Scope**

This policy applies to all employees, contractors, visitors, customers and anyone else whom employees come into contact with at work.

## **Objective**

Stena Line is committed to providing a safe environment for all its employees free from discrimination and harassment. Stena Line does not tolerate any form of harassment in the workplace. The company manage all reported incidents and promptly investigate all formal complaints.

## **Policy**

All Stena Line employees have a responsibility to behave in a manner that will not be embarrassing, intimidating or offensive to others. As an employee you also have a responsibility to inform others who behave in such a way.

Managers have a particular responsibility for implementing the Policy by ensuring it is fully communicated to all employees and observed at all times. They also have a responsibility for resolving informal complaints as quickly as possible. Formal complaints of harassment are handled by Human Resources.

A manager who becomes aware of behaviour towards an employee which breaches this policy, whether or not a complaint has been made, has a responsibility to explain the procedures to the employee and to take the matter forward unless the employee expressly states a wish that this is not done.

### **What is harassment in the workplace?**

- Sexual Harassment (unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature)





- Other types of Harassment are verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her:
  - Age
  - Disability
  - Gender reassignment (Being or becoming a transsexual person)
  - Marriage and civil partnership
  - Pregnancy and parental leave
  - Race including colour, nationality, ethnic or national origin
  - Religion, belief or lack of religion/belief
  - Sex
  - Sexual orientation

or any other characteristic protected by law.

Harassment:

- has the purpose or effect of creating an intimidating, hostile or offensive work environment,
- has the purpose or effect of unreasonably interfering with an individual's work performance, or
- otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group that is placed on the employer's premises or circulated in the workplace, on company time or using company equipment by e-mail, phone (including voice messages), text messages, social networking sites or other means.

## **Supporting documents**

Equal Opportunities Policy



## **Company Policy Harassment**

**Effective Date 1 October 2010 (Revised)**

### 1.0 Policy Statement

The Company seeks to ensure a comfortable working environment for all employees. It therefore forbids all forms of harassment during the course of employment whether in the workplace, in work-related events or by third-parties.

This document outlines the type of behaviour which is unacceptable and provides employees who are victims of harassment with a means of redress.

Every employee has a responsibility not to behave in a manner that could be embarrassing, intimidating or offensive to others or to allow others to do so.

Managers and supervisors have a particular responsibility for implementing the Policy by ensuring it is fully communicated to all employees and observed at all times. They also have a responsibility for resolving informal complaints as quickly as possible and for thoroughly investigating formal complaints of harassment, victimisation and bullying if requested to do so by the Human Resources Manager.

### 2.0 Consequences of Harassment

2.1 Harassment on the grounds of sex, transgender status, pregnancy, sexual orientation, race, colour, nationality, ethnic or national origins, religion or belief, marital status, civil partnership status, disability, age or perceived age is unlawful under the Equality Act 2010 and Fair Employment (NI) legislation and both the Company and the harasser may be held liable for such unlawful actions and be required to pay compensation to the person who has suffered the harassment.

2.2 The damage, tension and conflict within the workplace which harassment creates must not be underestimated. Employees subjected to harassment can experience fear, stress and anxiety which may place great strains on both personal and work life. The result is not just poor morale but reduced productivity, lower efficiency, divided teams and higher staff turnover. Although the immediate effects may be difficult to quantify, they will ultimately manifest themselves in the Company's performance.

2.3 A distinguishing characteristic of harassment, victimisation or bullying is that employees subjected to it are very vulnerable and are often reluctant to complain. They may be too embarrassed to make a complaint or concerned that any complaint will be trivialised. They may fear reprisals. Those suffering harassment want the unwanted behaviour to stop but because of these concerns, they frequently suffer in silence. The particular sensitivities surrounding the subject have important implications for dealing with and implementing the policies and procedures which the Company operates to prevent harassment at work.

### 3.0. Forms of Harassment



Although harassment may involve an abuse of power, coercion or violence, it can also appear in far more subtle guises. In some cases it can be unintentional and employees may not always realise that their behaviour constitutes harassment but they must recognise that what is acceptable to one person may not be acceptable to another.

3.1 Sexual harassment may be physical, verbal or non-verbal. Examples include:

- a) insensitive jokes and pranks which incorporate a sexual element
- b) remarks or banter which have a sexual content
- c) lewd comments about an individual's appearance
- d) unnecessary and unwelcome body contact
- e) displays of sexually offensive material, eg pin-ups, e-mails with offensive attachments
- f) requests for sexual favours
- g) speculation about a person's private life and sexual activities
- h) threatened or actual sexual violence
- i) threat of dismissal, loss of promotion, etc for refusal of sexual favours
- j) emails of a sexual nature.

3.2 Harassment based on gender can take many forms, for instance:

- a) demeaning jokes, remarks or banter about women (or men) in the workplace
- b) pranks played on women (or men), particularly where women (or men) form a minority in the workforce
- c) deliberate exclusion of women (or men) from conversations
- d) abusive, threatening or insulting words or behaviours aimed at women (or men).

3.3 Racial harassment can range from relatively minor abuse to physical violence. Examples include:

- a) insensitive jokes related to race, colour or nationality
- b) remarks or banter that have a racial content or are racist in nature
- c) pranks perpetrated on racial grounds
- d) deliberate exclusion from conversations on racial grounds
- e) abusive, threatening or insulting words and behaviour on racial grounds
- f) displaying racially-abusive writing or pictures



g) emails of a racist nature.

3.4 Harassment relating to disability could take such forms as:

- a) insensitive jokes relating to disability or disabled people
- b) remarks or banter about disabled people
- c) abusive or insulting remarks or gestures on the grounds of a person's disability
- d) emails with unnecessary references to a person's disability
- e) mimicking a disabled person's mannerisms.

3.5 Some examples of harassment on the grounds that a person is intending to undergo, is undergoing or has undergone gender reassignment are:

- a) insensitive jokes about an individual's transgender status
- b) remarks or banter about a person's transgender status
- c) deliberate exclusion of gender reassigned people from conversations
- d) abusive, threatening or insulting words or behaviour aimed at people who are intending to undergo, are undergoing or have undergone gender reassignment.

3.6 Some examples of the many types of harassment relating to sexual orientation are:

- a) insensitive jokes relating to sexual orientation
- b) remarks or banter about gay or lesbian people
- c) displays of sexually offensive material relating to sexual orientation, eg e-mails with offensive attachments
- d) speculation about a person's private life and sexual activities
- e) emails making unnecessary reference to sexual orientation.

3.7 Harassment related to religion or belief could take such forms as:

- a) insensitive jokes or pranks linked to religion or belief or to absence of religion or belief
- b) remarks or banter about religious beliefs or practices
- c) abusive, threatening or insulting words or behaviour on the grounds of religion or belief or absence of religion or belief
- d) displaying writing or pictures that are abusive towards a particular religion
- e) emails making unnecessary reference to a person's religion or belief



f) foisting religious beliefs on others.

3.8 Examples of age-related harassment include:

a) insensitive jokes that make fun of younger or older people

b) remarks or banter about older or younger people

c) pranks perpetrated on age grounds

d) deliberate exclusion from activities or conversations on grounds of age

e) a refusal to co-operate with someone on grounds of a perception that he or she is “too young” or “too old” to bother about

f) treating someone’s ideas as inferior or worthless on account of youth or age

g) making demeaning remarks (whether in fun or not) alleging that someone’s physical or mental abilities have declined on account of his or her age

h) emails making unnecessary reference to age

i) offensive age-related birthday cards.

4.0 The above examples are not exhaustive. Some of the types of behaviour listed may, after investigation, amount to gross misconduct, punishable by summary dismissal – ie without notice or pay in lieu of notice - depending on the circumstances of the case in question.

## **5.0 The Working Environment**

5.1 The display of any offensive material, eg pin-ups and posters, is prohibited and the Company will if necessary ensure that workplaces are inspected and offending material removed. This includes

cabins, which are workplaces for the staff who are responsible for cleaning them, and also messrooms and all other communal areas.

## **6.0 Compliance**

6.1 All new employees will be provided with a copy of this policy document and during induction training it will be stressed that all complaints of harassment will be treated very seriously.

6.2 The Company expects all managers and supervisors to ensure that this policy and procedure are adhered to at all times. A manager or supervisor who becomes aware of behaviour towards an employee which breaches this policy, whether or not a complaint has been made, has a responsibility to explain the procedures to the employee and to take the matter forward unless the employee expressly states a wish that this is not done.



6.3 Disciplinary action will be taken against those failing to fulfil their responsibilities under this policy. This may not be limited to the harasser but may include managers and supervisors who have failed to intervene.

## **7.0 Informal Remedy**

7.1 Employees who are victims of minor harassment are advised to make it clear to their harasser that the conduct is unacceptable and must stop. If an employee is unable to do this orally then a written request, explaining the distress which the behaviour has caused, handed to the harasser may be effective. A copy should be retained for information.

## **8.0 Formal Procedure**

8.1 Where informal methods fail, or serious harassment occurs, employees are advised to raise a formal complaint with the local Human Resources Manager who will be able to offer advice and guidance in doing so. The complaint should be made in writing and where possible state:

- a) the name of the harasser
- b) the nature of the harassment
- c) dates and times when harassment occurred
- d) names of witnesses to any incidents of harassment
- e) any action already taken by the complainant to stop the harassment.

Note: if the allegations concern the Human Resources Manager, the letter should be addressed to the Head of Human Resources.

8.2 On receipt of a complaint of harassment, action will immediately be taken, where possible and appropriate, to separate the alleged harasser from the complainant. In serious cases, this may involve temporary transfer of the alleged harasser to another department or suspension on pay until the matter has been investigated and resolved.

8.3 The manager handling the complaint will carry out a thorough investigation as quickly as possible, maintaining confidentiality at all times. All employees involved in the investigation are expected to respect the need for confidentiality. Failure to do so will in itself be considered a disciplinary offence.

8.4 In recognition of the sensitive nature of complaints of harassment, the Company will facilitate where possible any requests from employees to be accompanied at investigatory meetings.

8.5 Both the complainant and the alleged perpetrator will be notified in writing of the outcome of the investigation.



8.6 Where the investigating manager considers formal disciplinary action should be instigated, an appropriate senior manager will convene a disciplinary hearing in line with the Company disciplinary procedures.

8.7 Copies of statements made by witnesses will be made available to the alleged harasser and, where requested, to the complainant. Witnesses will be encouraged to appear at the disciplinary hearing if requested by either party. It is acknowledged that some witnesses may be reluctant to do so. In these circumstances the manager will, if necessary, adjourn the hearing to ask them supplementary questions in private.

8.8 The complainant may be supported throughout the procedure and hearing by either a colleague, who must be an employee of the Company, or a trade union representative.

8.9 The employee accused of harassment will also have the right to be accompanied at the disciplinary hearing by either a colleague, who must be an employee of the Company, or a trade union official. The Company's normal disciplinary procedures will apply.

8.10 The severity of the penalty imposed upon an employee found guilty of harassment will be consistent with the offence committed. Serious harassment, victimisation or bullying will be considered to be gross misconduct and will normally result in summary dismissal. Where a lesser penalty, eg a Written Warning, is appropriate, this may be coupled with action to ensure that the victim is able to continue working without embarrassment or anxiety. After discussion with the victim, the manager may order the transfer of the harasser to a different work area or arrange for the adjustment of working practices to minimise contact between the two employees. If the victim so wishes his or her own transfer will be arranged, subject to the severity of the offence and practical limitations.

8.11 Subject to the provisions of the Data protection Act and the ACAS Code of Practice concerning confidentiality, the victim will be informed in writing as to whether or not a disciplinary sanction has been applied.

8.12 Any employee who is subjected to a disciplinary sanction, including dismissal, for contravention of this policy may appeal against the penalty in accordance with the Company disciplinary appeals procedure.

8.14 A complainant who is dissatisfied with the way in which his or her complaint has been handled should refer to the Company Grievance Policy.

8.15 An employee who raises a complaint of harassment will not suffer any detriment for having made the complaint. However, if the complaint is untrue and has been brought maliciously (eg out of spite), disciplinary action will be taken against the complainant.

Depending on the circumstances including the gravity of the allegations, this could include dismissal.



## **9.0 Harassment by third parties**

9.1 The Company will not tolerate any form of harassment (in particular sexual harassment) of its staff by third parties, eg customers, suppliers or members of the public and action will be taken against those who subject any employee to any form of harassment.

9.2 Any employee who is subjected to harassment, bullying or victimisation by a third party whilst on duty should immediately notify his or her manager. Where such complaints are brought to a manager's attention, immediate action, including the removal of the employee from that environment where necessary, must be taken to protect the employee from further harassment. Any manager who fails to take action in such circumstances will be liable to disciplinary action.





Title Equal Opportunities Policy		Scope Stena Line	
Version 1.0	Date 2018-03-23	Owner Niclas Mårtensson	Responsible Ian Hampton



# Equal Opportunities Policy

## Stena Line



## Purpose

Stena Line's Equal Opportunities Policy expresses our commitment to maintain and develop a sustainable working environment that gives equal opportunities to everyone.

## Scope

This policy is valid during the process of recruitment and selection, promotion, training, work conditions, pay and benefits and to every other aspect of employment.

The policy applies to all employees in their relation to other co-workers, job applicants, contractors, visitors, customers and anyone else whom employees come into contact with at work.

## Objective

Stena Line is an equal opportunity employer. Equal opportunity is about good employment practices and efficient use of different skills and diversity of thoughts.

Stena Line will not discriminate any of the protected characteristics (see 4.1) or trade union membership/activity.

## Policy

It is the policy of Stena Line to treat everyone fairly and equally. Working with inclusion and diversity makes us more innovative and prepared for future challenges.

Through ongoing training and development of managers and employees, Stena Line is prioritising good practice in this area in order to avoid discrimination or harassment as far as possible.

Managers have a particular responsibility for implementing the Policy by ensuring it is fully communicated to all employees and observed at all times. It is also the manager's task to strive towards diversity of thoughts within their team.

### Protected characteristics

In accordance to Article 13 of the European Treaty and as expressed in national legislation regarding discrimination and equal opportunities, the following characteristics are protected by law:

- Age
- Disability
- Gender reassignment (Being or becoming a transsexual person)
- Marriage and civil partnership
- Pregnancy and parental leave
- Race including colour, nationality, ethnic or national origin



- Religion, belief or lack of religion/belief
- Sex
- Sexual orientation

## **Supporting documents**

Anti-Harassment Policy

Whistle Blower Policy



**Policy**                      **Equal Opportunities Policy**

**Effective Date**            **1 April 2011**

**1.0 Policy Statement**

It is the policy of Stena Line to treat job applicants and employees fairly and equally regardless of their sex, trans-gender status, sexual orientation, religion or beliefs, marital status, civil partnership status, age or perceived age, race, colour, nationality, national or ethnic origins or disability. Through this policy and procedure and the training and development of managers and staff, the Company will do all it can to promote good practice in this area in order to eliminate discrimination or harassment so far as is reasonably practicable.

**2.0 Definitions**

**2.1 Protected Characteristics**

In line with the Equality Act 2010, the following characteristics are protected by law:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation



## 2.2 **Direct Discrimination**

Direct discrimination occurs where person A, because of a protected characteristic, treats person B less favourably than A treats, or would treat, others.

## 2.3 **Indirect Discrimination**

Person A discriminates against person B if A applies to B ‘a provision, criterion or practice’ which is discriminatory in relation to a relevant protected characteristic which B has.

Indirect discrimination therefore occurs when a policy or practice which applies to all employees particularly disadvantages those who share any of the protected characteristics except pregnancy and maternity.

Indirect discrimination can only be justified if it can be demonstrated that the policy or practice is a proportionate means of achieving a legitimate aim.

## 2.4 **Associative/Perceived Discrimination**

Discrimination occurs if an employee suffers a detriment because he or she is perceived to have, or is associated with someone who has, any protected characteristic apart from marriage/civil partnership and maternity.

## 3.0 **Procedure**

3.1 Stena Line is an equal opportunity employer. Equal opportunity is about good employment practices and efficient use of our most valuable asset, our employees. Every manager and employee has personal responsibility to ensure the implementation of the policy. Any queries regarding any aspect of the policy should be addressed to the Local Human Resources Manager, as should any requests for special training.



- 3.2 The Company will not discriminate on grounds of sex, trans-gender status, sexual orientation, religion or beliefs, marital status, civil partnership status, race, ethnic origin, colour, nationality, national origins, disability or age or any other grounds where prohibited by legislation.
- 3.3 The policy applies to the process of recruitment and selection, promotion, training, conditions of work, pay and benefits and to every other aspect of employment. The provisions also apply to the treatment of our customers/clients.
- 3.4 The policy applies to both internal and external job applicants and all employees whether full-time, part-time, temporary or agency.
- 3.5 Employees should note that the imposition of any provision, criterion or practice which has a disproportionate adverse impact on someone because of his or her sex, race, marital status, civil partnership status, religion or belief, sexual orientation, disability or age will be unlawful unless it can be objectively justified. In the event of any query or doubt, the local Human Resources Manager should be consulted.
- 3.6 When establishing criteria for recruitment and promotion, the Company will consider carefully whether any minimum or maximum number of years of relevant experience is necessary for effective performance of the job. Such restrictions will not be imposed unless there is a relevant job-related reason for them.
- 3.7 Any employee who is disabled or becomes disabled during the course of employment with the Company should inform his or her Line Manager or Human Resources department about the disability. A meeting will then be arranged with the individual to discuss what reasonable adjustments to the job, working conditions or environment might assist in the performance of his or her duties. The employee will be encouraged to put forward suggestions for any adjustments that he or she believes would be helpful. Careful consideration will be given to any proposals and, where reasonable and reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the organisation to accommodate proposals put forward by the employee.



- 3.8 Any member of staff may use either the Harassment Policy or Grievance Policy, as appropriate, to raise a complaint about discriminatory conduct. All complaints will be treated seriously and fully investigated.

The Company seeks to ensure that employees feel comfortable about raising such complaints. No individual will be penalised for doing so unless the substance of the complaint is untrue and/or malicious.

- 3.9 Where an employee is falsely accused of discriminatory conduct, he or she may take action in accordance with the Company Grievance Procedure.

#### 4.0 **Discipline**

- 4.1 Any employee who discriminates against any other individual on the grounds of sex, trans-gender status, sexual orientation, religion or beliefs, marital status, civil partnership status, age or perceived age, race, colour, nationality, national or ethnic origins, disability or trade union membership/activity will be subject to the Company's disciplinary procedure. In serious cases, such behaviour will be deemed to constitute gross misconduct and the individual concerned will be liable to summary dismissal.

- 4.2 In line with the Company Harassment Policy, any employee who makes a false accusation of harassment will be subject to disciplinary action. In serious cases, such behaviour will be deemed to constitute gross misconduct and the individual concerned will be liable to summary dismissal.



Title Health, Safety and Environmental Policy		Scope Stena Line	
Version 5.0	Date 2018-09-03	Owner Niclas Mårtensson	Responsible Ian Hampton (health) Bjarne Koitrand (safety/environment ship) Anders Peterson (safety/environment port)



**Health, Safety and Environmental Policy**  
Stena Line







## Purpose

Stena Line Group will ensure that in all its activities the highest priority is given to care for and protect human health and safety - and to prevent any damage to the environment, assets and Stena Line's reputation.

## Scope

This policy applies to all employees. Contractors and suppliers shall conform to this policy whilst under contractual agreement with Stena Line.

All procedures and practices relating to safety, promotion of health and protection of the environment must follow this policy and contribute to Stena Line's development in line with the company's vision, mission and strategy.

## Objective

Stena Line's objective is that all employees, contractors and customers shall leave our ships, ports and offices safe and healthy. Our intention is to deliver continuous improvements with regards to safety, health and pollution prevention to reach set targets within the four sustainability focus areas *Clean Energy, Responsible Consumption, Life below water* and *Good Health & Well-being*.

## Policy

Stena Line will:

- maintain reliable and efficient procedures so that safety, health and the environment are considered in all respects of operations;
- maintain an environmental certification of ISO14001:2015
- evaluate the health, safety and environmental consequences of all relevant investment decisions;
- constantly seek ways to improve health, safety and to reduce environmental impact;
- ensure each employee shall have adequate training for the safe execution of assigned tasks and have sufficient knowledge of health, safety and environmental issues, appropriate to the position;
- monitor the effectiveness of the policy and associated management systems;
- annually review and set targets for health, safety and environmental impact;
- evaluate, control and minimise risks associated with Stena Line's activities;
- have clear contingency plans for health, safety and environmental damage in the event of incidents / accidents;



- report and investigate all incidents, accidents and near misses related to health, safety and environment and to implement preventative measures to avoid repetition; and
- as a minimum, fulfil applicable compliance obligations and legal requirements on our operations.

Stena Line will promote safety and environmental awareness and personal responsibility for achieving set objectives and targets.

This policy should be communicated to all managers, employees and contractors and shall be available to the public.

## **Supporting Document**

HR/People department has published a “Strategy for well-being” which is found on InSite.

Procurement department has published a “Supplier Code of Conduct” which is found on InSite.

Sustainability department publishes a yearly sustainability review “A Sustainable Journey” which is found on [stenaline.com](http://stenaline.com) and InSite.

An ISO14001 “Management review” with environmental targets is performed twice yearly and documents are found on InSite.



## **COMPANY HEALTH, SAFETY AND ENVIRONMENTAL PROTECTION POLICY**

### **1.1. POLICY**

Stena Line Limited is committed to achieving a high level of performance with respect to:

- 1.1.1.** ensuring safety at sea
- 1.1.2.** preventing personal injury and loss of life
- 1.1.3.** ensuring food safety
- 1.1.4.** avoiding damage to the environment
- 1.1.5.** protecting the health of workers whilst involved in work related activities
- 1.1.6.** avoiding damaged to property.

### **1.2. IMPLEMENTATION**

The implementation of the above policy is a management responsibility ranking equally with financial, marketing, personnel and commercial matters. Responsibility for its implementation rests with line management. Accordingly Stena Line Limited and its employees will:

- 1.2.1.** comply as a minimum with the relevant requirements of law, company directives, institutions, international conventions and codes of practice including the International Safety Management Code & Port Marine Safety Code. In the absence of suitable provision the relevant safety management system shall set standards encompassing best industry practice in comparable activities.
- 1.2.2.** after consultation, bring the policy, and any subsequent amendments to it, or the relevant safety management system to the attention of all workers and other relevant personnel, who maybe affected.
- 1.2.3.** create commitment, interest and awareness in workers and others with respect to safety and the environment.
- 1.2.4.** consider the health, safety and environmental implications of all investment decisions.
- 1.2.5.** through encouragement and co-operation assist contractors and suppliers to achieve suitable safety and environmental standards.
- 1.2.6.** avoid risks and, where risks are unavoidable, reduce or eliminate risks through a systematic process of risk assessment.



**1.2.7.** through internal and external auditing programmes:

- a. monitor the effectiveness of the policy and safety management systems,
- b. demonstrate through safety and environmental records that the business is being operated responsibly.

**1.2.8.** co-operate with, and take into account, the concerns of port authorities, local communities and other external bodies who may be affected by the activities of Stena Line Limited.

**1.2.9.** ensure workers undertake relevant training and comply with all health, safety and environmental control measures as a condition of their employment.

**1.2.10.** ensure management will respond positively to changes in policy, law and practice.

**1.2.11.** fully report all major safety and environmental incidents to the:

- a. enforcing and/or port authority
- b. Ship & Port Management Director
- c. Safety Manager (Safety and Environmental Protection Department)

**1.2.12.** investigate, via the Safety Manager, all incidents concerning safety or environmental damage.

**1.2.13.** ensure adequate resources are made available for the implementation and monitoring of the policy and associated safe management systems.

**1.2.14.** continuously improve safety management skills of personnel ashore and aboard ships, including preparing for emergencies related both to safety and environmental protection.-

**1.2.15.** through internal and external auditing programmes:

- a. monitor the effectiveness of the policy and safety management systems,
- b. demonstrate through safety and environmental records that the business is being operated responsibly.

**1.2.16.** co-operate with, and take into account, the concerns of port authorities, local communities and other external bodies who may be affected by the activities of Stena Line Limited.

**1.2.17.** ensure workers undertake relevant training and comply with all health, safety and environmental control measures as a condition of their employment.



**1.2.18.** ensure management will respond positively to changes in policy, law and practice.

**1.2.19.** fully report all major safety and environmental incidents to the:

- a. enforcing and/or port authority
- b. Ship & Port Management Director
- c. Safety Manager (Safety and Environmental Protection Department)

**1.2.20.** investigate, via the Safety Manager, all incidents concerning safety or environmental damage.

**1.2.21.** ensure adequate resources are made available for the implementation and monitoring of the policy and associated safe management systems.

**1.2.22.** continuously improve safety management skills of personnel ashore and aboard ships, including preparing for emergencies related both to safety and environmental protection.

## **2.10 PERSON PERFORMING THE TASK (SHIP)**

**Each person performing a task has responsibilities which include:**

- 2.10.1** Obeying the Company's Safety and Environmental rules.
- 2.10.2** Complying with the requirements of the Company's health, safety and environmental risk assessment programme and the specific assessment for the task.
- 2.10.3** Informing their immediate supervisor of any incident involving personal safety or damage to property/environment, or of any inadequacy either in the system of work, equipment used or in the area of work.
- 2.10.4** Reporting any hazard to their immediate supervisor and/or safety and environmental representative/officer as appropriate.
- 2.10.5** Ensuring that no one is endangered by his conduct.
- 2.10.6** Ensuring he complies with the requirements of a Permit to Work for 'those tasks listed in the Safety or Environmental Rules'.
- 2.10.7** Wearing protective clothing and equipment as required by Company rules.



**2.10.8** Complying with the requirements of the Waste/Garbage Management Plans.

**2.10.9** Under this policy any person required to perform a task has a duty to seek the advice and or assistance of their supervisor if they are unsure as to how the particular task is to be performed.

## **2.16.PERSON PERFORMING THE TASK (SHORE)**

**Each person performing a task has responsibilities that include:**

**2.16.1** Obeying the Company's Safety and Environmental rules.

**2.16.2** Complying with the requirements of the Company's Health, Safety and environmental risk assessment programme.

**2.16.3** Informing their immediate supervisor of any incident involving personal safety or damage to property/environment, or of any inadequacy either in the system of work, equipment used or in the area of work.

**2.16.4** Reporting any hazard to their immediate supervisor and/or safety and environmental representative/officer as appropriate.

**2.16.5** Ensuring that no one is endangered by his conduct.

**2.16.6** Ensuring he complies with the requirements of a Permit to Work for those tasks listed in the Safety or Environmental Rules.

**2.16.7** Wearing protective clothing and equipment as required by the Company rules.

**2.16.8** Complying with the requirements of the Waste/Garbage Management Plans.

**2.16.9** Under this policy any person required to perform a task has a duty to seek the advice and or assistance of their supervisor if they are unsure as to how the particular task is to be performed



## **Health and Safety at Work Act 1974**

The above Act requires an employer to have a written statement of his Health and Safety Policy and for the content of that statement to be brought to the notice of all his employees.

In compliance with the Act, a copy of Stena Health and Safety at Work Policy Statement is posted on Notice Boards or is otherwise available for you to read. This leaflet summarises the principles of the Company's Health and safety policy for your personal information.

In addition to the Company's Policy Statement, there is a Local Arrangement Statement for your place of work and the workplace(s) controlled by your local Manager. This document is also posted on notice boards or is otherwise available for you to read. There are sections in the local statement, which affect you.

Every employee has responsibilities under the Act and some of these are set out in your Local Statement:

1. Stena Line accept that the securing of health, safety and welfare of their employees is a major responsibility. They will comply with all the duties and provisions of the Act and so far as is reasonably practical, will take what steps are necessary to improve safety performance and reduce accidents.
2. The Personnel Manager has overall responsibility for co-ordinating and monitoring policy as it affects the personal safety of all employees, with the line Management down to supervisory level and those in charge of work, discharging the employer's duties under the Act, in so far as they concern the local situation.
3. In the promotion and development of all arrangements to ensure the health and safety of employees, Management will consult Safety Representatives and Safety Committee's Regulations, and seek their co-operation in achieving the maximum effectiveness of such measures. Joint consultation between management and the Trade Unions is progressed with the agreed Machinery of Negotiation and the Joint Staff Safety Committee at National level.
4. Whilst matters affecting the health, safety and welfare of employees are part of the Management function at all levels of the organisation, there is a Health Safety and Welfare Advisory Service available to Management to inform and support them in the discharge of those responsibilities required by law.
5. Accidents involving one day or more absence from work are recorded and investigated as necessary to identify causes and to consider steps which require to be taken to prevent recurrence.



6. So far as is reasonably practicable, the necessary instruction, training and supervision is given to staff relating to their particular job or process which might affect their health, safety and welfare.
7. Procedures and systems of work, as they affect personal safety are controlled through official Management instructions and staff are advised as necessary the requirement of these official Management instructions.
8. The Company keep all matters affecting health, safety and welfare under constant review and will revise and re-issue a statement on policy as and when necessary and in particular when regulations issued under the Health and Safety at Work Act 1974 dealing with the appointment of Safety Representatives and Safety Committees require a change in the organisation and arrangements for carrying out that policy.





## FOOD HYGIENE POLICY

The Route Director is deemed to be the responsible person for the operation and administration of the Company's Food Hygiene Policy. The Route Director will delegate the operational responsibility to the Onboard Services Manager who will ensure that all food handlers receive adequate training, the Basic Food Handlers Certificate level as a minimum, and then ongoing training, as described in the policy.

He, or she will also ensure the policy is being carried out constantly, by regular audits and answer to the Route Director who will be corporately responsible.

The requirement to demonstrate 'due diligence' is recognised to be at a company corporate level. In the event of the company having to demonstrate due diligence, it will be at the highest level that the investigation will commence.

The Company's Safety Manager will be able to support this policy by means of internal audits as a monitor for ensuring compliance.

The Executive, or Head Chefs will be responsible for maintaining best and safe working practices in all food storage and preparation units within his or her route duties.

The Food Buyer will produce records demonstrating that suppliers to Stena Line have been audited and that they demonstrate and practice the appropriate criteria necessary to ensure that only the best quality produce is delivered to all food outlets in the business. To enable him/her to do this, a supplier audit will be carried out to assure Stena Line of due diligence and compliance with the Food Act 1990. This will involve witnessing accreditation by a recognised and qualified body, or undertaking such a survey that will investigate the environment, the chill chain, good and safe working practices regarding storage and all handling of foodstuffs and packages.

The services of a third party consultant may be called upon to fulfil this obligation.

The Food Hygiene Policy and Operational Procedures Manual is a very detailed document and relevant employees should make themselves thoroughly familiar with its contents and of their obligations under the Policy. Copies of the Policy are kept onboard the vessels and are also in the Human Resources Department.



Title <b>Till Operator Procedure</b>		Scope <b>Stena Line</b>	
Version <b>2.0</b>	Date <b>2019-10-07</b>	Owner <b>Marica Derenstrand</b>	Responsible <b>Malin Örje</b>

# **Till Operator Procedure**

## **Stena Line**



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## **Purpose**

To maintain high security level and a good internal control of our till transactions within the Stena Line Group, a common procedure for handling all payment methods at point of sale is required.

## **Scope**

This procedure applies to all ship and shore employees who are working on a point of sales location and should be reviewed by the till operator and their manager on a yearly basis.

“Till” in this procedure refers to all systems including Sails, Charm, Sloop and Freight Link where revenue is collected.

Anomalies may occur which are not described in this procedure, if so, the anomaly should be dealt with by the manager onboard, whom will document justification and trace of transaction(s) of the event.

## **Objective**

The objective of this procedure is to install common processes within Stena Line to ensure best practice and streamlined processes. It is describing the company’s procedure how to handle all transactions at points of sale.

## **INSTRUCTION:**

### **Start of shift**

#### **Verify till float**

It is the responsibility of the till operator to ensure that they have been issued with the correct floats. The float should be counted before the shift starts and if any discrepancies to the expected amount are identified the closest manager or supervisor should be informed and verified before any transactions are made.

You should only have local currencies (see 6.1) in your cash drawer when the shift starts.

#### **Single user tills or Multi user tills**

If the ship or shore location use “single user tills” or “multiuser tills” will be determined at a business region level.



### **Single user tills**

In a single user till there is a personal responsibility for all transactions and revenue for that period when the user is logged into the till.

If you share a till you need to log off and remove your till drawer before someone else can log on with their own float. It is important that you only work on the till when you are logged on. Everything that happens when you are logged on a till is your responsibility. An unattended till should be locked at all times.

### **Multiusers tills**

When several operators use the same till they have a joint responsibility for the transactions and revenue for that period. Any cash differences for a multiusers till should be issued and signed by all operators.

Float differences are the responsibility of the operator cashing up the till.

### **Personal floats**

Table serving staff on some vessels has a personal float and this is described in a separate instruction.

### **Keep the cash drawer tidy.**

Different currencies should be kept in separate compartments. Notes of the same value and currency should be sorted into separate compartments. Use coin tubes/bags when possible.

### **Staff Card**

Your staff card is your Stena Line identity and is used to get access to the areas in the ports, to get onboard, to get staff discount and also to log onto the tills onboard.

Always use your personal card when logging into the tills onboard. You are only allowed to be logged on to one till at the time.

### **Inspection of card payment device**

To avoid any fraud attempts it is important to find if there has been any tampering with the equipment. At the beginning of each shift inspect the card payment devices for any changes.

Please report any/all findings to Stena IT Support.

If the device requires service/support, verify that the support person has a Stena ID card (if in doubt call SSC. If the support is given remotely verify the support person by e-mail or calling Stena IT Support



## Transactions

Accurate recording of all transactions is the till operator's responsibility. The duty of the till operator is to ensure that all payments received for sales are duly and properly accounted for by recording them on the till or booking system.

### Sales

All sales must be recorded through the till by using the correct sales item/offer codes.

The amount received must be entered to the till/system in correct currency, and the system will thereby calculate the change back to the customer correct. This information is duplicated on the receipt. The customer must be handed a valid till receipt for the particular sales transaction.

The till drawer must be closed after each transaction.

Only monies belonging to the company may be kept in the till and its associated operating area. No cash should be carried on an individual person unless for the purpose of obtaining change or as part of the banking / cash up process. All monies should be transported using approved sealed bags.

All cash, vouchers and other payment methods received for sales or as part of floats must be retained in the till areas. None must be left outside the till drawer.

Cash, vouchers and other monies may be removed from the till only when giving change to a guest, paying into the cashier, obtaining change when in possession of a change form, or when being counted for the purpose of official till reconciliation.

All table service transactions should be entered into the till upon order.

Till operators must never process their own purchases through their own till. This includes booking of staff concession travel.

### Returns / Buyback

- Buyback should only be done if the customer can provide the original receipt of the purchase and within 28 days of purchase unless the item is faulty.
- Buyback can only be made on the same route (and within the same region if the price structure and assortment is the same) as the original purchase was done.
- Cross out the returned item on the original receipt and hand it back to the customer. If possible, print a receipt copy from the system to include in the accounting material. If it is not possible to access a copy, note the transaction details on the buyback receipt.
- Make a buy back in the system and use a suitable reason code.



- The return payment to the customer must be done in the same way as the original transaction was paid. Cash refund is only applicable if purchased with cash. If a payment card was used in the original transaction the return should go to a payment card. If the original purchase was paid with a voucher or gift card this can never be paid back in cash or to a payment card, but an exchange for a different item for the voucher amount is acceptable.  
*For Freight and Travel bookings: if the card has expired or the account is closed the refund must still be processed to the original card used to make the booking, and the cardholder needs to discuss directly with card provider.*
- The buyback receipt coming from the system needs to be completed according to descriptions on the receipt (Signature by Customer + phone number, signature by till operator and manager).  
If customer not present, for example postal returns of faulty goods, please write a remark to replace customer signature.
- A copy of the original receipt and the signed buy back receipt should be included in the cash-up.

#### **Buy backs without return of product**

For buy backs without a return of a product, for example in a food outlet, the procedure is the same as above, but the till operator should write an explanation for the return.

#### **Extra point registration**

At point of sales the extra points must be registered in the system by using membership number. Extra points cannot be combined with staff discount transactions.

No after registration of Extra points according to the loyalty clubs' terms and conditions. Please make sure to ask every customer before the purchase if they have an extra membership.

#### **Freight & Staff discount**

When staff or freight-driver discounts apply, the individual staff card/boarding card must be swiped/scanned during the transaction; discount rates are not negotiable and are automatically processed by the till.

Under no circumstances should manual discount buttons be used to give staff or freight drivers discount.



## Payment types

### Accepted currencies

In shore locations coins and bank notes in local currency are accepted, for all other currencies only bank notes are accepted. All change is given in local currency.

Onboard local currencies from ports of departure and arrival together with EUR are accepted. Some routes have an exception to accept a fourth currency, see table below.

For local currencies, the customer should always receive change in the same currency as payment. If other currencies are used, the change should be in the ship's base currency. Never accept coins in other currencies than local currencies. Only bills are accepted in other currencies.

UK domestic routes do only have one local currency (GBP), EUR are considered other currency on these routes.

Business Region	Route	Accepted Currencies	
		Local	Other
BR Irish Sea South	UK - Ireland	GBP, EUR	
	Ireland - France	EUR	
BR Irish Sea North	UK –Northern Ireland	GBP	EUR
BR North Sea	NL – UK	EUR, GBP	
BR Baltic Sea South	Sweden - Poland	SEK, PLN	EUR, NOK
	Sweden – Latvia	EUR, SEK	NOK
BR Baltic Sea North	Germany – Latvia	EUR	
BR Germany	Sweden - Germany	SEK, EUR	NOK*
BR Denmark	Sweden – Denmark	SEK, DKK	EUR, NOK
BR Norway	Norway – Denmark	NOK, DKK	EUR

\*NOK only accepted on Trelleborg-Rostock

Denomination restrictions:

Currency	Largest note accepted
EUR	100
GBP	50
SEK	1.000
DKK	1.000
NOK	1.000
PLN	500

### Validation of banknotes

All sales locations should have equipment agreed by Stena Line's Security department to check bank notes. For further information about valid notes/coins check respective national bank's webpage or European Central Bank (ECB) for EUR.





### **Suspicious transactions**

Suspicious transactions should be reported to any of the following persons: Head of Group Cash Management in Gothenburg, Internal Auditor in Holyhead or Team Leader Finance Netherlands in Hoek van Holland.

### **Payment Cards**

Stena Line accepts most major credit cards (excluding Amex and Diners) and debit cards through the Chip and Pin devices attached to each till.

There are three kind of authorisation of Credit Cards: Chip & Pin, Contactless and Swipe & sign.

The instructions provided by the terminal should be followed.

### **Other payment methods (not card or cash)**

#### **Gift cards, voucher etc.**

All payment methods which are not cash or card should be defaced by putting two lines or cross over the voucher at the time of acceptance so that it cannot be used again. This also refers to discount vouchers.

#### **Cheques**

Cheques are not accepted.

#### **Internal transfers, Ship expenses**

Regional agreements should be followed.



## End of shift

Cash-up of the till is performed at the completion of duty. Each cash-up must include the total monies held in the till including payment card slips, vouchers etc., (excluding the designated float amount which is left in an agreed secure place). The cash up content must be entered into a cash bag provided and sealed.

All banknotes should be sorted according to denomination, facing the same direction and not be bundled in any way. This refers both to the float and the banknotes in the cash bag.

When the cash bag is handed over to the Cashier/Guest Services representative or Supervisor the till operator must ensure that a Cash-bag register is completed correctly and signed by both parties to show that responsibility for the cash has now been transferred.

When a drop safe is used the till operator must ensure that a Cash-bag register is completed correctly and signed. If the drop safe provides a receipt of the hand over, this is sufficient, additional register not required.

Cash and other paperwork must be transported in a sealed cash bag at all times.

## Discrepancy

### OSS

All cash discrepancies are documented after cash-up. Till operator will be advised of cash differences over 100 SEK, 10 EUR, 10 GBP or equivalent and given the opportunity to explain/discuss the cause. Provided documents should be signed in a timely manner.

### Travel/Freight

All cash differences over 100 SEK, 10 EUR, 10 GBP or equivalent must be discussed with manager, and this needs to be documented.

## Random till audits

At any time during a shift a till operator can be asked by a manager or supervisor to do a random till audit. An X-read is done on the till and all cash and vouchers are counted.



## Employee signature

I confirm that I have received, read and understood the company's Till Operator Procedure. I agree to adhere to this policy, *and if manager*, will ensure that employees working under my direction adhere to this procedure. I understand that any breach of this procedure may lead to disciplinary actions.

---

*Employee's Full Name (printed)*

*Date*

---

*Employee's Signature*

### Swedish Employees only

Date of birth:

--	--	--	--	--	--	--	--

*Year*

*Month*

*Day*



## Company Procedures – Till Operations

### Part A

The person named below received formal training on \_\_\_\_\_ and I am satisfied that he/she is competent in the use of electronic tills.

Signed \_\_\_\_\_

Name \_\_\_\_\_

(in capitals)

---

### Part B

#### To be completed by the till operator

I have undertaken a course in Company Till Practices and Procedures and hereby confirm that I fully understand all aspects including my role and responsibilities.

I have received a copy of the 'Company Procedures – Till Operations' document and will retain it for reference.

Signed \_\_\_\_\_

Full Name \_\_\_\_\_

(in capitals)

Pay Number \_\_\_\_\_

Date \_\_\_\_\_



Title Cash Handling Policy		Scope Stena Line	
Version 1.0	Date 2018-09-03	Owner Niclas Mårtensson	Responsible Marica Derenstrand

# Cash Handling Policy

## Stena Line



## **Purpose**

To ensure control and safekeeping of Stena Line's cash assets.

## **Scope**

The policy applies to all employees handling cash in their work.

## **Objective**

The objective of the Cash Policy is to ensure that:

- all Cash received is recorded and accounted for correctly
- all Cash received is banked
- Cash is secure at all times
- the level of Cash in use throughout the business is appropriate

Stena Line's aim is to minimise use of coins and bank notes and to reduce cost of all cash handling in the company.

To ensure proper and consistent cash handling procedures in Stena line's operation a common procedure for the company must be followed.

## **Policy**

Stena Line requires that all employees who are responsible for handling cash or operating a till in the workplace are trained in the appropriate Company handling and operating procedures. This training should take place at the start of employment and the training must be repeated on a regular periodic basis.

## **Supporting documents**

Till Operator Procedure

## **Definitions**

Cash in this policy refers to coins, bank notes, cheques, vouchers etc.



# Code of Conduct for the Merchant Navy

Approved by the Maritime and Coastguard Agency

August 2013



# Code of Conduct for the Merchant Navy

This Code has been agreed between Nautilus International, the National Union of Rail, Maritime and Transport Workers (RMT) and the UK Chamber of Shipping and approved by the Maritime and Coastguard Agency.

The Code is printed in this leaflet. Please read it carefully. It sets out disciplinary rules and procedures which apply when you are employed to work on board ship. Any questions you may have should be referred to your supervisor or head of department, or to an official of your union.

## Background and purpose

### Introduction

- 1 Seafaring is a civilian occupation which imposes on seafarers certain demands not found in land-based jobs. Seafarers are often required to spend both their working and leisure hours in the confined environment of a ship with the same individuals. This can make seafarers more susceptible to the stresses of everyday life than those working ashore. In this environment, the need for discipline and good behaviour is particularly important.
- 2 This document sets out disciplinary rules, reflecting the standards of behaviour generally to be expected of all seafarers. It has been drawn up by the organisations representing the seafarers and the employers and approved by the Secretary of State for Transport. Observing the Code and the disciplinary rules within it will make seafaring a better and more rewarding job for all those involved and will help to secure the safety of everybody aboard. Disciplinary procedures should not be viewed primarily as a means of imposing sanctions – they are designed to emphasise and encourage improvements in individual conduct. Rules drawn up by shipping companies and Masters' Standing Orders relating to conduct should not conflict with the disciplinary rules in the Code.





## Conduct in emergencies

- 3 In any emergency or other situation in which the safety of the ship or of any person on board or the marine environment is at stake, the Master, Officers and Petty Officers are entitled to look for immediate and unquestioning obedience of orders. There can be no exceptions to this rule. Failure to comply will be treated as among the most serious of breaches of discipline and may also warrant prosecution under the provisions of the Merchant Shipping Acts.

## Conduct in situations other than emergencies

- 4 Emergencies are fortunately rare and this document is primarily concerned with the day-to-day situation on board. An important factor in securing co-operation, which cannot be too strongly stressed, is good communications. This applies both to communications between a company's shore-based administration and the ship and to communications within the ship itself. It should be borne in mind, however, that certain acts of misconduct (e.g. absence from place of duty, etc.) could have the effect of causing an emergency. The following paragraph sets out some broad general guidance on everyday conduct.
- 5 (a) **Punctuality** is very important both for the efficient operation of the ship and to avoid putting extra work on others. This is true of joining the vessel at the time appointed, returning from shore leave, reporting for watch-keeping duty and all other work. Absence at the time of sailing, in particular, may seriously delay the ship or even prevent her sailing until a replacement is found.  
  
(b) **Duties.** Every seafarer should carry out their duties efficiently to the best of their ability. Seafarers have a right to be told clearly what their duties are and to whom they are responsible for carrying them out; if in doubt, they should ask. Seafarers must also obey reasonable commands and instructions.  
  
(c) **Treatment of accommodation.** The ship is both a seafarer's place of work and home. Therefore both personal and shared facilities and accommodation should be used appropriately with consideration for others.  
  
(d) **Behaviour towards others.** A person's anti-social behaviour can be a nuisance to others on board. In extreme circumstances, it can also place the ship and the crew at risk of danger. Such behaviour includes but is not limited to excessive noise, abusive language, harassment, bullying, aggressive attitudes and offensive personal habits. Seafarers should also be considerate towards those who need to sleep whilst others are awake.



(e) **Compliance with company rules and procedures.** Any person on board a ship must abide by the applicable company-specific rules and procedures. These include but are not limited to rules and procedures relating to alcohol, smoking, drugs, offensive weapons, unauthorised persons or possessions or cargo, the environment, health or safety, harassment or bullying, criminal or fraudulent activity and IT systems.

## Dealing with breaches of discipline

- 6 A procedure for dealing with breaches of disciplinary rules must be backed by appropriate sanctions. These may range, according to the seriousness of the breach, from informal warnings for the most minor breaches, through various grades of warnings, to dismissal from the ship and employment. Where seafarers are subject to the general law of the United Kingdom and, for certain offences prejudicial to the safety of the ship or those on board, there remains a liability to prosecution under Section 58 of the Merchant Shipping Act 1995.

## Disciplinary rules

### Gross misconduct

- 7 Acts of gross misconduct, examples of which are listed below, may, if appropriate in the circumstances and established to the satisfaction of the Master, lead to dismissal from the ship either immediately or at the end of the voyage and to dismissal from employment. This is separate from any other legal or disciplinary action which may be called for.
- (i) assault (including threatening behaviour)
  - (ii) wilful damage to the ship or any property on board
  - (iii) theft (including attempted theft) or possession of stolen property
  - (iv) possession of offensive weapons
  - (v) persistent or wilful failure to perform duty
  - (vi) unlawful possession or distribution of drugs
  - (vii) conduct endangering the ship, persons or cargo on board, or the marine environment
  - (viii) combination with others at sea to impede the progress of the voyage or navigation of the ship
  - (ix) disobedience of a lawful order
  - (x) to be asleep on duty or fail to remain on duty, if such conduct would prejudice the safety of the ship, persons or cargo on board, or the marine environment
  - (xi) breach of company rules and procedures relating to alcohol, drugs or smoking.



- (xii) failure to report to work without satisfactory reason or absence from place of duty or from the ship without leave
- (xiii) interference with the work of others
- (xiv) behaviour which seriously detracts from the safe and/or efficient working of the ship
- (xv) conduct of a sexual nature, or other conduct based on sex affecting the dignity of women and men which is unwanted, unreasonable or offensive to the recipient
- (xvi) behaviour which seriously detracts from the social well-being of any other person on board, including but not limited to bullying, harassment, intimidation and coercion
- (xvii) causing or permitting unauthorised cargo, possessions or persons to be on board the ship or in parts of the ship where prohibited
- (xviii) smuggling of any nature or breach of Customs' regulations, including but not limited to contraband, stowaways or refugees
- (xix) demanding and/or receiving any commission or any other favour or benefit from any passenger, customer or supplier (excluding only unsolicited tips given by passengers for service provided, to the extent permissible under company rules)
- xx) deliberate misuse of a harbour pass or personal identity card
- xxi) commission of a breach of a lesser degree listed in Paragraph 9 after warnings have been given in accordance with the procedures in Paragraph 8

## Less serious misconduct

- 8 Breaches of a lesser degree of seriousness may be dealt with by:
- (a) an informal warning administered at an appropriate level
  - (b) a formal warning by an Officer
  - (c) a written warning by a senior Officer
  - (d) a final written warning by a senior Officer or the Master.

When a warning other than an informal warning is given, the seafarer should be advised of the likely consequences of further breaches of discipline.

- 9 Examples of breaches of the disciplinary rules where use of the Paragraph 8 procedure is considered appropriate are listed below.
- (a) offences of the kind described at Paragraph 7, which are not considered to justify dismissal in the particular circumstances of the case
  - (b) minor acts of negligence, neglect of duty, disobedience and assault
  - (c) unsatisfactory work performance
  - (d) poor time keeping



- (e) stopping work before the authorised time
- (f) offensive or disorderly behaviour.

## Shipboard disciplinary procedures

### Immediate suspension

- 10 In serious cases the Master may suspend a seafarer from duties and take such action to preserve the safety of the ship, persons or cargo on board, or the marine environment, as he considers appropriate. In such cases the Master may require for the seafarer to be disembarked and repatriated as soon as practicable. Shipboard procedures may not then apply. In such an event, disciplinary action will be initiated ashore by a shore manager.

11

### Initial meeting/Informal Warning

- 12 A seafarer who is alleged to have breached the disciplinary rules will be called to a meeting with a Petty Officer or Officer or the Master as appropriate.
12. At the meeting the seafarer will be told of the alleged breach, given the opportunity to give his/her explanation and say whether or not s/he admits it.
13. If the Petty Officer, Officer or Master is satisfied that no further action is called for or that the breach needs no more than an Informal Warning, s/he will proceed accordingly and the matter will then be regarded as resolved.
14. If the Petty Officer, Officer or Master decides that formal action is required the seafarer will be advised accordingly. In the discretion of the Petty Officer, Officer or Master, the seafarer may be suspended from duty.

### Formal action

15. An Officer or the Master will investigate the allegation. Written statements may be taken from material witnesses. The investigation should be completed without undue delay.
16. If, following the investigation, the Officer or Master concludes that no further action is called for, or that the breach needs no more than an informal warning, s/he will proceed accordingly and the matter will then be regarded as resolved.
17. If the Officer or Master concludes that formal disciplinary action is called for:



- (a) If there is no current prior warning and the breach is considered to be one of a lesser degree, the Officer or Master will undertake a disciplinary hearing or refer it to an appropriate Officer for action.
- (b) If there is a current prior warning or if the breach is considered to be sufficiently serious to warrant action at senior Officer level or above, a senior Officer or the Master will undertake a disciplinary hearing.
- (c) If the breach is considered to be gross misconduct, the Master will undertake a disciplinary hearing.

18. The seafarer will be given written notice of the disciplinary hearing. This will specify:

- (a) date, time and place of the hearing
- (b) the conduct allegedly committed
- (c) the disciplinary rule(s) allegedly breached
- (d) the potential penalty if a breach of discipline is substantiated and
- (e) the seafarer's rights at the hearing as in paragraph 19.

It will be accompanied by copies of any relevant statements.

## The disciplinary hearing

19. At the hearing the seafarer may:

- (a) be accompanied at the hearing by a work colleague, or trade union official if available
- (b) call relevant witnesses
- (c) question witnesses on their evidence
- (d) make any statement or comments on
  - the evidence, in response to the alleged breach
  - the appropriate penalty if the breach of discipline is substantiated.

20. At any hearing the seafarer will be invited to say whether or not s/he admits the alleged breach of discipline.



- (a) If s/he admits it, the hearing will move immediately to consideration of penalty.
  - (b) If s/he does not admit it, the hearing will consider relevant evidence including any presented by the seafarer.
21. In exceptional circumstances, it may be appropriate to conduct the hearing ashore.
22. If in the course of the hearing it appears to the person conducting it that:
- (a) the matter warrants more serious action than originally envisaged, the hearing will be adjourned and the matter referred to more senior level for action. A new notice of disciplinary hearing will then be issued to the seafarer detailing the matters in paragraphs 18 (a) to (d);
  - (b) the matter warrants less serious action than originally envisaged, the hearing may be adjourned and the matter referred to a lower level for action.
23. After the hearing the person conducting it will give his/her determination. S/he will say whether or not s/he finds a breach or breaches of discipline to have occurred and, if so, specify the breach or breaches and the appropriate penalty.
24. The penalties which may be imposed are as follows:
- |                |   |                     |
|----------------|---|---------------------|
| Master         | ~ | Dismissal from ship |
|                | ~ | Final warning       |
|                | ~ | Written warning     |
|                | ~ | Formal warning      |
|                | ~ | Informal warning    |
| Senior Officer | ~ | Final warning       |
|                | ~ | Written warning     |
|                | ~ | Formal warning      |
|                | ~ | Informal warning    |
| Officer        | ~ | Formal warning      |
|                | ~ | Informal warning    |
| Petty Officer  | ~ | Informal warning    |
25. The seafarer will be given written notification of the outcome of the hearing and the reasons for the decision as soon as practicable following the hearing. The seafarer should be told how long any warning will remain current.



26. The seafarer will be given a copy of any entries made in the ship's Official Log Book.

## Shore disciplinary procedures

### Dismissal from the ship

27. Dismissal from the ship will not operate to terminate employment. An appropriate shore manager will be appointed to consider the seafarer's future employment in the light of their dismissal from the ship. The seafarer will be suspended pending the hearing. Suspension will normally be on pay, but may exceptionally be off pay where the offence is absenteeism or if the seafarer unreasonably delays the shore hearing. In the event that the seafarer is not then dismissed, back pay will be paid for the period of suspension.

28. The seafarer will be invited to a shore hearing at which his/her future employment will be considered. In convening and conducting the hearing the shore manager will follow the principles in paragraphs 18 to 20.

29. The penalties which may be imposed following a shore hearing are as follows:

- Dismissal from employment
- Final warning
- Written warning
- Formal warning
- Informal warning

Also, in addition if considered appropriate:

- Demotion and/or loss of seniority

30. The seafarer will be given written notification of the outcome of the hearing as soon as practicable following the hearing. The written notification will advise the seafarer of any right to appeal to other shore management.

### Appeals

31. The seafarer may appeal a shore management decision of:

- Dismissal from employment
- Final warning
- Demotion and/or loss of seniority



32. Any appeal must be made in writing without delay. An appeal may be ruled out of time if made later than seven working days after the seafarer receives written notification of the outcome of the first shore hearing.
33. The seafarer's written notification of the appeal must detail all the grounds on which it is brought.
34. On appeal it will be for the seafarer to show that the outcome of the first shore hearing was inappropriate.
35. Where the written notification of the appeal is considered insufficient to justify an appeal, the person considering it may dismiss the appeal without convening a meeting. The seafarer will be given written notification of the decision and the reasons for it as soon as practicable.
36. Subject to paragraphs 32 and 35, the seafarer will be invited to a meeting to consider his/her appeal. S/he will be given written notice of the meeting. It will specify:
  - (a) Date, time and place of the meeting
  - (b) The seafarer's right to be accompanied by a work colleague or trade union official.
37. The outcome of the appeal and the reasons for the decision will be confirmed in writing as soon as practicable after the hearing.

## Exclusions

38. This Code does not apply to procedures conducted ashore that may lead to termination of employment.
39. Nothing in this Code affects the right of the Master and/or the seafarer's employer to inform the appropriate authorities, including the police, of any suspected criminal offence.
40. Nothing in this Code shall affect any seafarer's right to bring a claim to an Employment Tribunal.





## **Stena Line Limited**

### **Company Policy: Grievance**

**Effective Date: 1 October 2004**

#### **1 Policy Statement**

The Company seeks to encourage managers and staff to maintain good employee relations in order to ensure a motivated workforce and an efficient service. The following procedures have been drawn up in line with current legislation and the Company's commitment to good employment practice to ensure that all employees are treated in a fair and consistent manner if they wish to raise a concern or problem relating to their employment and that they do not suffer any detriment as a consequence of doing so.

#### **2 Scope**

**2.1 The procedures apply to all Stena Line UK-based personnel.**

**2.2 Matters covered within the scope of this policy include the following:**

- terms and conditions of employment
- health & safety
- employee relations
- working practices
- working environment
- organisational change

2.3 Complaints of harassment or equal opportunities issues should be made in accordance with either the Company Harassment Policy or the Company Equal Opportunities Policy; complaints or concerns relating to health and/or safety matters should also be brought to the immediate attention **of the local safety representative.**

#### **3 Procedures**

##### **3.1 Informal Discussion**

Grievances or disputes should be raised as soon as possible with the appropriate supervisor or line manager on an informal one-to-one basis in the first instance. It should be the aim of both parties to resolve the matter as quickly as possible by this method.



### **3.2 Formal Grievance Process**

If the matter has not been resolved satisfactorily on an informal basis, the employee should put the grievance in writing to his/her line manager or, if the problem involves the line manager or is too sensitive or personal to be raised with him/her, to the Head of Department, Route Director or local Human Resources Manager. Where necessary, advice and/or guidance on the construction of the letter may be sought from the Human Resources Manager.

#### **3.2(i) Grievance Meeting**

The recipient of the letter will make arrangements for a meeting to discuss the complaint as soon as possible, ideally within seven days of receipt of the letter. In exceptional circumstances where this timescale is not possible, an explanation will be given. The employee will be advised of his/her right to be accompanied at the meeting and to call relevant witnesses.

If the arrangements are unsuitable for the employee or his/her companion, the Company must be informed as soon as possible beforehand in order to make alternative arrangements. During the meeting the employee will be given every opportunity to present his/her case and offer a solution.

If further investigation is required, it may be necessary for the meeting to be adjourned and reconvened at a later date. The manager will convey his/her decision in writing normally within seven days of the meeting and will advise the individual of the right to appeal and to be accompanied at the appeal meeting.

#### **3.2(ii) Appeal Process**

An employee who is dissatisfied with the decision of the manager should appeal in writing within seven days of the written decision clearly stating the reasons for the appeal. The letter should be addressed to the local Human Resources Manager.

An appeal meeting will be arranged as soon as possible and normally within seven days of the receipt of the written request, subject to the availability of both a suitable manager and a companion or representative. Wherever practicable, the person who takes the appeal will be a more senior manager than the manager who took the initial meeting and will not have been involved in the case previously. In exceptional circumstances where this is not possible, alternative arrangements will be agreed with the

employee and his/her companion. As with the first meeting, the employee and companion will be given every opportunity to present their case.

The decision will be conveyed to the employee in writing within seven days of the meeting or if this is impracticable, a written reason for the delay will be provided. The appeal process is the final part of the grievance procedure.



## **4 The Right to be Accompanied**

Employees have the right to be accompanied at all formal grievance meetings. They must however request approval for their choice of companion beforehand.

### **4.1 The Companion**

Companions may address the meeting and ask questions. They will not however be permitted to answer questions on behalf of the employee, prevent the manager from speaking or otherwise disrupt proceedings. Requests to be accompanied by one of the following will normally be accepted:

- a) a colleague employed by the Company at the same location
- b) an employee representative who is employed by the Company
- c) a full-time union official.

The Company reserves the right to decline a request for a specific companion under certain circumstances – for example where there is a perceived conflict of interest or a belief that the companion's attendance may be prejudicial to a successful outcome.

Employees who have agreed to act as companions in grievance cases will normally be entitled to reasonable paid time off to prepare for the meeting(s). The amount of time off will be dependent upon the complexity of the case and will be decided on an individual basis by the Company.

An employee who has been approached by a colleague to act as a companion will have the right to refuse. Undue pressure in this respect should be brought to the Company's attention and may be dealt with under the Company's Harassment Policy.

## **5 Notes**

- a) All parties involved in the above procedure are required to respect the need for confidentiality. Anyone found to be in breach of this clause may be liable to disciplinary action in accordance with the Company Discipline Policy.
- b) The timescales listed above will be followed as closely as possible. However, wherever there are valid reasons, eg the need for further investigation or the lack of availability of witnesses, either party may request that the other agrees to an extension.
- c) The above procedure should not be used for appeals against disciplinary decisions; that is the purpose of the disciplinary appeals procedure. If, however, an employee has a complaint against the behaviour of a manager during the course of a disciplinary case, this may be raised as a grievance.



d) The statutory grievance procedure as laid down by the Employment Act 2002 is incorporated within this policy.

e) This policy forms part of the Handbook which accompanies the employment contract.

f) The Company reserves the right to vary this procedure from time to time. Where there is conflict between this procedure and the statutory procedure, the statute will prevail.



Title		Scope	
Attendance Management Procedures (Sickness Absence)		Stena Line UK	
Version	Date	Owner	Responsible
1.0	16.09.2021		

<p style="text-align: center;"><b>Attendance Management Procedures</b></p> <p style="text-align: center;"><b>Sickness Absence</b></p> <p style="text-align: center;">Stena Line</p> <p style="text-align: center;">UK</p>
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## 1 Purposes

1.1 The purposes of the Attendance Management Procedures are:

- To provide a framework to support those employees who determine that they are not well enough to attend work
- To manage the absence appropriately
- To provide a range of options which may be introduced to assist employees' return to work at the earliest possible opportunity.
- To ensure that the Company meets its obligations under the Equality Act 2010.
- To ensure that any decision to terminate the employment of employees whose health prevents their return to work in the foreseeable future, is made on fair and reasonable grounds.

1.2 The Attendance Management Procedures apply to permanent seafaring and shore-based employees in the UK.

1.3 The Attendance Management Procedures apply to absences on grounds of ill health.

1.4 The Attendance Management Procedures operate in support of the Company's Equal Opportunities Policy.

1.5 For the purposes of these Procedures, all sickness absence notified will be regarded as being for genuine reasons, unless there is evidence to the contrary.





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1.6 For the purposes of these Procedures reference to “The Company” is intended to mean “the Company the individual employee is contracted to”.

## 2. Notification of Sickness Absence Procedure

2.1 An employee’s entitlement to Company Sick Pay is dependent on their compliance with the Attendance Management Procedures including the Notification of Sickness Absence Procedure:

2.2 An employee must:

### **Initial Notification**

- Directly notify the line manager/manager on duty if unable to attend work for a reason associated with ill health.
  
- Give notification as soon as possible, and where reasonably feasible, with a minimum of 4 hour’s notice prior to the scheduled start time. If contracted to work office hours, as soon as practically possible.
  
- Make contact with the line manager/manager on duty in person by phone. Notification by text or leaving a voice mail or a message with a colleague will not be acceptable. Clearly if you are prevented from making personal contact within the required time for example, by virtue of being a hospital inpatient, then an initial call from a person representing you will be acceptable. In such circumstances, however, you must make personal contact at the first possible opportunity.

Employees must also:

- Give details of the reason for their sickness absence.
  
- Give an indication of how long they think you might be absent.
  
- Agree a date and time for a follow-up call.
  
-



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- If they think they may have something infectious, give an indication of the symptoms they are experiencing in order that the health and well-being of colleagues and/or passengers can be safeguarded and monitored.
- Continue to keep their line manager regularly updated regarding their progress and the prospect of their return to work in a manner which enables arrangements to be made to cover their sickness absence in the interim.

### **2.3 Sickness Absences lasting less than 7 calendar days**

2.3.1 Employees do not require to provide a Fit Note from your doctor or other qualified clinical practitioner if their sickness absence is less than 7 calendar days, however, they will be required to complete a Self-Certification Form.

### **2.4 Sickness Absences lasting for 7 calendar days or more**

2.4.1 If an employee is absent for 7 calendar days or more they must get a “Statement of Fitness to Work” (also known as a “Fit Note”) from their GP or doctor.

### **2.5 Notification of fitness to resume work following a period of sickness absence**

2.5.1 An employee must notify their line manager as soon as they are fit to resume work, regardless of going into rest days/a period of ‘off duty’ or annual leave. *Failure to do so will mean that your period of sickness will be recorded as continuous until you notify your manager.*

2.5.2 Where a seafarer has been, or is likely to be absent for 30 continuous days or more a new Medical Fitness Certificate (ENG) must be obtained prior to joining.



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## 2.6 Late/Failure to provide Self-certificates/Statements of Fitness to Work

2.6.1 Failure to comply with the above Notification of Sickness Absence Procedure, will result in the non-payment of Company Sick Pay for the days not covered by a Self-Certificate or Fit Note/Med. Cert 10 (for hospital inpatients) and may result in disciplinary action.

2.6.2 A Self-Certificate or Fit Note/ Med. Cert 10 will normally be regarded as being late if it is not received within 4 days of the date on which it was issued/became due.

2.6.3 Backdated Self-certificates or Fit Notes or Medical Certificates cannot be accepted.

## 2.7 Where to send Self-Certs/Statements of Fitness to Work (Fit Notes)

2.7.1 It is the obligation of the employee to provide the Company with copies of Self-Certs/Fit Notes.

Scanned/photographed/emailed Fit Notes must be forwarded to [HRSC@stenaline.com](mailto:HRSC@stenaline.com) (in order to ensure the correct payment is made) **and** copied to their line manager (for timesheets and return to work interview). Please ensure you put "Fit Note/Self Cert and your name" in the subject field for ready identification.



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## 2.8 Unauthorised Leave

2.8.1 Any period of sickness absence for which the required notification or certification has not been received at all, or is not compliant with the Company's Notification of Sickness Absence Procedure, may be regarded as being a period of unauthorised absence and will normally be addressed in accordance with the Company's Disciplinary Procedures.

2.8.2 Any period of unauthorised absence will be unpaid.

## 3. Sick Pay Entitlements

3.1 Employees with less than 12 months' continuous service with the Company will receive Statutory Sick Pay.

3.2 In addition to the statutory 28 weeks' entitlement, during the first 12 months of service, the Company will pay an SSP equivalent rate from the first day of absence for up to 52 weeks.

### **3.2 Statutory Sick Pay (SSP) – Qualifying Conditions**

3.2.1 In order to qualify for payment of SSP, an employee must meet all of the following conditions, they must:

- Be an employee of the Company and have performed some work under their contract before going off sick.
- Be unable to work for at least 4 consecutive days on account of ill health. Qualifying days for SSP purposes are Monday through to Sunday each calendar week.
- Have been scheduled to work for at least one day in the week in which they are sick.



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- Have earned at least as much as the Lower Earnings Limit for National Insurance contributions on average over the preceding 8 weeks period, i.e. an average of £120.00 per week at 1 April 2021. Where a new employee has not yet worked for 8 weeks, the average will be taken over the number of weeks they have worked.
- Have complied with the Notification of Sickness Absence Procedure above including submission of the appropriate certification.

### 3.3 Company Sick Pay (CSP)

3.3.1 In addition to the operation of the Statutory Sick Pay Scheme, the Company operates a Company Sick Pay Scheme which is available to permanent employees who have completed 12 months' continuous service.

After completing 12 months continuous service	75% of BasicPay
---	-----------------

3.3.2 Any payments received under the Company Sick Pay Scheme will be deemed to include the employee's entitlement to Statutory Sick Pay.

3.3.4 The Company reserves the right to withdraw Company Sick Pay at any time on an individual basis where an employee is subject to the Attendance Management Procedure.

3.3.5 Company Sick Pay entitlements are based on a rolling 12 months.

3.3.6 The maximum period of sick leave available is regarded as being 12 months.

3.3.7 Sickness absence is calculated on calendar days of continuous sickness absence not rostered working days.



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3.3.8 Claiming Statutory or Company Sick Pay in circumstances other than for genuine sickness absence may result in dismissal from the Company.

***NOTE: The Sick Pay Entitlement set out in Sections 2. and 3. above are standard Stena Line contractual terms. If you transferred to Stena Line under TUPE, please check your contractual terms for your sick pay entitlement, which may differ from the above.***

#### 4. Accident or Injury at Work

4.1 Where the cause of sickness absence is related to an accident or injury sustained in the course of working for the Company, the normal entitlement to Statutory and Company Sick Pay will apply for all employees.

4.2 For SEAFARERS ONLY, this is subject to compliance with Regulation 50 of the Merchant Shipping (Maritime Labour Convention) Minimum Requirements for Seafarers Regulations 2014/Statutory Instrument 2014 No. 1613 as amended.

4.3 FOR SEAFARERS ONLY In compliance with the Standard 2.5 of the MLC 2006, a seafarer who becomes ill or is injured onboard and requires medical attention during the course of their rostered duty week will receive 100% pay until they have been repatriated home. For this provision to apply a FMsaf-0012 Form must be completed (by the Master for insurance purposes) and provided to the seafarer on their departure from the vessel (unless of course the seafarer is not in a condition to receive the Form – in which case an adjustment to the process can be made).

#### 5. Compensation

5.1 In the event that an employee receives compensation, which includes an element for loss of earnings, from the Criminal Injuries Compensation Board or from any other third party arising out of injuries or illness which caused them to be absent from work on sick leave, they will be expected to reimburse the Company with the appropriate proportion of the relevant Statutory or Company Sick Pay received during the period or periods of sickness absence from work.



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## 6. Equality Act 2010

6.1 The Company is committed to supporting disabled employees in the workplace and actively seeks to find ways to make any adjustments which are reasonable and would assist a disabled employee at work.

6.2 The existence of a disability within the meaning of the Equality Act 2010 is a factor which will always be given specific and careful consideration in the decision-making process in any sickness absence management.

6.3 The Company is committed to supporting employees with disabilities and actively seeks to find ways to make any adjustments which are reasonable and would have the effect of assisting them to remain at work.

6.4 Disability-related sickness absence of itself will not normally count towards the hitting of short-term absence trigger points.

6.5 Some special considerations may be made in respect of employees whose condition is progressive and likely to lead to a temporary or permanent deterioration in their health, attendance and standard of work performance.

## 7. Pregnancy or Maternity-Related Sickness Absence

7.1 Sickness absence which is advised by a medical practitioner to be for a reason connected to an employee's pregnancy or maternity, will be identified separately from sickness absence for other reasons, although it will count towards an employee's overall sickness absence record.



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7.2 The Company is committed to supporting pregnant employees and new mothers in the workplace and actively seeks to find ways to make any adjustments which are reasonable and would have the effect of assisting them to remain at work.

7.3 Pregnancy or maternity-related sickness absence of itself will not normally count towards the hitting of short-term absence trigger points.

7.4 The Company will ensure that no pregnant employee or new mother will be treated any less favourably than a non-pregnant or childless worker who has a similar record of same sickness absence.

## 8. Return To Work Meetings

8.1 As soon as practically possible and without unreasonable delay, after each period of sickness absence, the employee will have a Return to Work Meeting with their line manager, regardless of duration of the absence.

8.2 The main purposes of the Return to Work Meeting are to:

- provide the employee with an opportunity to advise the manager of any factors which they should be aware of with regards to the sickness absence
- identify any ongoing support the manager/Company may be able to offer, and
- to update the employee on any changes within the workplace during their absence.

8.3 The Return to Work Meeting will also be the forum at which the manager will raise any early concerns arising from the employee's sickness absence or developing patterns and to ensure that the employee is aware that they have reached one or more of the "trigger points" for further action to be considered.





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## 9. Medical Advice

9.1 The Company may seek medical reports, advice or medical reviews by a qualified and accredited specialist in Occupational Health medicine, an employee's GP or other medical specialist e.g. a Company Doctor or an MCA accredited doctor.

9.2 As per the Access to Medical Reports Act 1988 and the Access to Medical Records Act 1990, the employee will be required to sign consent forms for such medical reports as and when required.

## 10. Procedure for Managing Short-term Intermittent Sickness Absences

10.1 Short-term intermittent sickness absences are absences which together have hit one or more of the following trigger points:

- 2 or more periods of sickness absence in a 6 calendar month period, or
- 3 or more periods of sickness absences in a 12 month period, or
- Where a discernible pattern of sickness absence is emerging.

10.2 When an employee's sickness absence record reaches a trigger point, their line manager should *consider* whether any action is required and a Formal Meeting is required.

10.3 Where it is identified that previous Return to Work Meetings have not resulted in a return to work or a sustained improvement in the employee's attendance level, a Formal Meeting should be arranged in accordance with the Procedure outlined below:



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#### **10.4 Formal Meetings**

10.4.1 Where necessary, the line manager will convene a Formal Meeting.

10.4.2 The employee will be given at least 7 calendar days' notice of the date of the Meeting.

10.4.3 There will be an opportunity at the Formal Meeting to discuss any support from the Company that may assist the employee's efforts to improve their attendance.

10.4.4 The employee will be informed of the outcome of the Formal Meeting in writing, as soon as is reasonably practicable following the Meeting.

10.4.5 A Formal Meeting may result in one or more of the following outcomes:

- No action
- Company Sick Pay being withdrawn
- First Written Advisory Warning
- Final Written Advisory Warning
- Termination of Employment on grounds of unsatisfactory attendance

10.4.6 The purpose of an Advisory Written Warning is to ensure that the employee is aware that their level of attendance/ incapacity to attend for work on grounds of ill health is potentially affecting their future employment status. It is also to formally record any agreed actions by the employee or management and any support measures, which are aimed at facilitating the employee's return to work at the earliest possible opportunity.

10.4.7 Failure to attend the Formal Meeting without good cause could result in the Meeting being held in the employee's absence and the decision being based on the information available.

#### **10.5 No Action**

10.5.1 A decision that no formal action is required following a Formal Meeting will be noted in writing to the employee concerned and retained on record.



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## **10.6 Company Sick Pay Withdrawn**

10.6.1 The Company reserves the right to remove Company Sick Pay until further notice and will notify the employee in writing.

## **10.7 First Written Advisory Warning**

10.7.2 A First Written Advisory Warning will be recorded in the employee's personal file and will be appropriate where an employee's level of attendance is unsatisfactory.

10.7.3. A First Advisory Warning will remain extant for a period of 6 months from the date of the warning.

## **10.8 Final Written Advisory Warning**

10.8.1 A Final Written Advisory Warning will be recorded in the employee's personal file and will be appropriate where there has been no improvement in the level of attendance after a first written advisory warning.

10.8.2 A Final Advisory Warning will remain extant for a period of 12 months from the date of the warning.



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## **10.9 Termination of Employment on Grounds of Unsatisfactory Attendance Levels**

10.9.1 If the attendance level remains unsatisfactory and the required improvements are not achieved, then the individual's employment will normally be terminated. The employee will be issued with written notification of the termination of their employment which may be with immediate effect.

### 11. Procedure for Managing Long-term Sickness Absence

11.1 For the purposes of this procedure, a sickness absence is regarded as being "long-term" after 4 calendar weeks.

11.2 Long term, sickness absences will be managed by line managers and the HR team.

#### **11.3 After 1 calendar month's continuous absence:**

11.3.1 If an employee is continuously absent from work for 1 month, the procedure will normally involve as a minimum:

A meeting with their line manager and HR with further meetings planned at appropriate intervals or at milestones determined by the nature of the illness, injury or condition.

#### **11.4 After 3 months' continuous absence:**

11.4.1 If an employee is continuously absent from work for 3 months, the procedure will normally involve as a minimum: An interim formal review meeting with the employee.



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#### 11.5 After 6 months' continuous absence:

11.5.1 If an employee is continuously absent from work for 6 months, the procedure will normally involve as a minimum: A formal/final review meeting with the employee, at which the prospect of the employee's return to work in the reasonably foreseeable future will be discussed and a decision taken regarding the likelihood of a return to work.

11.5.2 Where the employee remains in employment after 6 months, monthly formal reviews will be arranged up to a maximum of 12 months.

11.6 When an employee is to be subject to this procedure, they will receive a letter to that effect, providing them with a copy of this Procedure.

11.7 Throughout, the employee must continue to comply with all contractual sickness absence reporting procedures, including notification and the provision of Fit Notes and Self Certificates and attend regular review meetings etc.

11.8 Where it is considered that there is other medical information which may assist in evaluating the case, medical reports and medical reviews may be obtained by HR.

11.9 It is the responsibility of the employee to ensure that HR is made aware of all relevant medical tests, investigations and consultations. The employee should ensure that copies of any reports produced (e.g. from the consultant to the general practitioner, or from the hospital to the general practitioner following investigation) are provided.

11.10 At any meeting where the employee's employment may be terminated as an outcome the employee will be provided with copies of all correspondence with medical practitioners and authorities and reports obtained by HR.

11.11 Where employment is term through long-term ill health in line with this Procedure, it may be terminated with immediate effect with a payment made in lieu of notice.



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## 12. "Light Duties"

12.1 Occasionally medical professionals may advise a return to work on "light duties".

12.2 The availability of "light duties" for shore employees should be reviewed with line managers and HR prior to a return to the workplace.

12.2 It must be understood that there are no "light duties" at sea. A seafarer can only work at sea if fit for service and meets the Maritime and Coastguard Agency's Seafarer Medical and Eyesight Standards ("The Medical and Eyesight Standards" – currently as in Merchant Shipping Notice MSN 1765(M)).

## 13. SEAFARERS ONLY: The Medical and Eyesight Standards

13.1 If considered appropriate, a line manager or HR may refer the seafarer to a Maritime and Coastguard Agency approved medical practitioner ("Approved Doctor")

13.2 The Approved Doctor will be asked for their assessment as to whether the seafarer is fit for work at sea and will meet the Medical and Eyesight Standards.

**Note:** *If a seafarer is the holder of a current medical fitness certificate MSN 1886 Amd 1 section 7 gives the Approved Doctor discretion as to whether or not to revoke the certificate. Should the Approved Doctor decides to do so they must issue the seafarer with a notice of failure/restriction (form ENG3)*

13.3 Seafarers found to be permanently unfit, or fit only for restricted service or temporarily unfit for a period of 3 months or more, have a right of review (appeal) by an independent medical referee appointed by the Secretary of State for Transport, Any appeal must be brought within one month of the issue of form ENG3 and in accordance with section 9 of MSN 1886 Amd.1.

13.4 It must be understood that if the Approved Doctor does not exercise the discretion to suspend or cancel a current certificate, form ENG3 will not be issued. A right of appeal to an independent medical referee will not then arise. Therefore, if a seafarer wishes to challenge an assessment by the Approved Doctor that they are temporarily or permanently unfit for sea service or if they are considered fit subject to a restriction, it is for the seafarer to ask the Department for Transport practitioner to issue form ENG3. The seafarer must appreciate that the issue of form ENG3 will then result in the cancellation of their current medical certificate, which will have to be surrendered.

13.5 MSN 1886 Amd 1 gives details of Approved Doctors authorised to examine seafarers to statutory standards.



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13.6 Copies of MSN 1886 Amd 1 are available on request from HRSC @stenaline.com or via the Marine and Coastguard Agency's website at <https://www.gov.uk/guidance/seafarers-medical-certification-guidance>

#### 14 The Role of Human Resources

14.1 The role of HR is to advise throughout all processes established under this procedure.

14.2 For SEAFARERS, HR will make recommendations they consider appropriate to the seafarer's employer. The employer will then consider any recommendations and be the decision maker in any outcome actioned.

14.3 In the normal course the line manager and HR will be considering the employees future employment and whether or not termination or continuous sickness absence of over 6 months is appropriate.

14.4 In appropriate circumstances, a review will be considered by the People Manager where an employee has an illness or disability making them permanently unfit for the work they are employed to do and/or if there is no prospect of the employee's situation reversing or improving or later, whereby at 6 months there has been a positive prognosis indicating that the employee would soon be fit to return to work without residual complications.

#### 15. Ongoing communication

There is an obligation on employees and managers to ensure that there is ongoing communication between the Company and any employee absent from the workplace. There is similarly an obligation on employees to communicate and respond to communications with the Company and to keep in touch and update the Company at the earliest opportunity. This communication extends beyond simply the submission of the required Self-Certificates or Fit Notes.

#### 16. Phased Return to Work

16.1 The Company recognises that it can be difficult for an employee who has been absent for a continuous period of 4 weeks or more to be able to return to work, in terms of both stamina and confidence. Where it is advised by a Company doctor or Occupational Health practitioner, arrangements can be made for the employee to undergo a phased return to work for a period agreed by the Company.



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16.2 The line manager may require that a period of annual leave be taken at the end of a period of long-term sickness absence and prior to a return to work.

16.3 A phased return to work will depend on the needs of the individual employee and the nature of their ill health as well as the business operation.

16.4 A phased return will not ordinarily continue beyond 2 calendar weeks.

16.5 Agreement may be reached for an employee to extend the phasing of their return by taking annual leave they have accrued during their period of sickness absence but have not been able to take.

16.6 During a phased return, employees will be paid for actual hours worked. Any hours or days not worked during a phased return to work will be in accordance with the employee's sick pay entitlements.

### 17. Appeals

17.1 An employee who has received a Written Advisory Warning and/or had had their entitlement to Company Sick Pay withdrawn, or whose employment has been terminated on grounds of ill health, can appeal against the decision.

17.2 Appeals can be lodged on one or more of the following grounds:

- That the warning or decision to terminate their employment was disproportionate.
- That new information has come to light which could have impacted on the decision.
- That there has been a defect in the process followed and that the defect was material and could have affected the outcome of the Formal Meeting.





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17.3 The Appeal must be lodged in writing within 7 calendar days upon receipt of the outcome of the Formal Meeting/Formal Review Meeting. It must also outline the grounds on which the appeal is being made.

17.4 The Appeal Hearing will normally be convened by a manager who has greater seniority in the organisation's management structure than the manager who determined the formal action where available. The Appeal Manager will not have been involved in the sickness absence management case to date.

17.5 The Appeal Hearing will not ordinarily be a re-run of the Formal Meeting, but instead will focus on matters which form grounds for the appeal.

## 18. Representation

18.1 Employees who are required to attend a Formal Meeting may be accompanied by an accredited trade union representative, or work colleague who is currently employed by the Company.

18.2 Employees who wish to be accompanied must arrange such representation directly with the representative of their choice, and ensure their availability. Full-time trade union representatives, and elected workplace representatives who are employees of the Company will make all reasonable efforts to make themselves available to attend the scheduled Meeting.

18.3 There will be no obligation upon employees to accompany a colleague at a Formal Meeting/Review Meeting, and equally employees who agree to accompany a colleague will not be subject to any detriment in terms of their own employment as a result.

18.4 If the employee wishes, their representative will be able to raise issues on their behalf, seek clarification and summarise the employee's position. They will not, however, ordinarily be permitted to answer questions on the employee's behalf.



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18.5 The right to be accompanied will not ordinarily extend to an employee's attendance at a Return to Work Meeting or other sickness absence management meeting.

18.6 Legal representation will not be permitted at any stage of the internal sickness absence management process.

#### 19. Sickness Absence and Annual Leave

19.1 Where an employee becomes unwell during a period of annual leave, they must contact their line manager on the first day of sickness to advise and the line manager will arrange for the relevant proportion of the annual leave to be converted to a period of sickness absence. Notification of sickness absence must be given in line with notification procedures and express notification of fitness to work given as soon as practically possible and as a minimum on the last day of sickness.

19.2 Employees who are off on long-term sick leave may, if they wish, request to take annual leave. In such circumstances, the leave will normally be granted and the employee will be entitled to continue to receive SSP, if applicable, in respect of the day's leave. The annual leave earnings will be off-set against the SSP payable for that day's leave, however, the total earnings of the employee however must be no less than the standard SSP rate, if applicable. Any such period of absence would be recorded as being a period of sickness absence with salary payment as annual leave pay.

#### **19.3 Carrying forward annual leave from one leave year to the next**

An employee who is prevented from taking annual leave during the calendar year leave period (1 January – 31 December ) due to continuous sickness absence, may carry forward the leave which is outstanding but not taken at 31 December into the next leave year. On the employee's return to work, the employee's line manager will arrange with them to take the carried forward leave either before they return to work or at a time which is convenient to the Company. Any leave carried forward will be taken within 12 months after the end of the year in which it accrued.

#### **19.4 Untaken Annual Leave at date of leaving**

Any employee who has accrued annual leave but has been unable to take it prior to their date of termination due to ill health, will receive a payment in lieu of outstanding leave with their final salary payment. If, however, an employee has been off sick for the whole of the annual leave year, there is no entitlement to receive a payment in lieu of outstanding leave which has been carried forward from a previous leave year.



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### **19.5 Sickness Absence and Public Holidays**

Where an employee who works in a service which closes on public holidays, falls ill on a public holiday or a public holiday falls during a period of ongoing sickness absence, the public holiday will be regarded as having been taken and they will not be entitled to take the public holiday at a later date.

#### 20. Sickness Absence-related Grievances

In the event that an employee who is subject to formal or informal sickness absence management processes should lodge a grievance prior to the outcome being known, and consideration will be given to whether or not there is a need to suspend the process while the grievance is addressed. Where the grievance and the sickness absence management case are related, they will ordinarily be addressed concurrently.



## ONBOARD GAMING POLICY

Effective Date : 1<sup>st</sup> December 1994

### **1.0. Policy Objectives**

To ensure that fare paying passengers are given priority on the use of all onboard gaming facilities.

### **2.0. Eligibility**

This policy covers employees of Stena Line Limited.

### **3.0. General Background.**

Stena Line considers the honesty and integrity of it's employees to be of the paramount importance and the purpose of this policy is to give guidelines to maintain that high level of integrity.

### **4.0. Procedure**

4.1. No employee is to play at the casino tables at any time, whether onboard or off duty or travelling as a fare paying or concessionary passenger.

4.2. Employees will be permitted to play the gaming machines (i.e. fruit machines) only when travelling off duty as a fare paying or concessionary passenger, as long as fare paying passengers take priority if insufficient machines are available at that time.



## Gaming Refunds – Irish Sea Route

Date 30<sup>th</sup> October 2008

A Refund Claim form must be completed for all refunds.

Gaming refunds up to and including £10 will be paid in cash by Guest Services.

Gaming refunds over £10 in value will be paid into the customer's bank account. (No other method for payment is to be used).

The form should clearly state the name of the OBS staff member who is processing the refund request.

The form should clearly state the customer's full name and address

Refunds will only be made to persons aged 18 years or older

A copy of customer's ID in the form of a passport or Driver's license must be retained by Guest Services and filed with a copy of the refund form.

A unique identification reference number must be noted on each new claim form to include ship's short name, e.g. ADV1, ADV2 etc, EUR1, EUR2 etc.

A copy is given to the customer by way of receipt

A copy is completed by the Gaming Engineer to check the claim, where appropriate.

The refund form will be signed by the Gaming Engineer with appropriate notes added.

***All refunds will be made in GBP. The customer's bank will process the exchange rate automatically if applicable.***

Once signed by the Gaming Engineer, Guest Services will send the form to the respective Administration Department in Stranraer, Fleetwood or Fishguard (includes Holyhead).

The local Administrator must ensure that each claim is verified and coded in accordance with agreed local procedure.

The Administrator will send a letter to the customer advising that the refund has been verified and requesting the customer complete their bank details (including IBAN number for accounts held outside the UK).

The letter is to be signed by an authorised signatory and this will act as authorisation for Accounts Payable to start the payment process.

The letter will have the refund amount in both words and figures.

If the claim is not verified the local Administrator will send out the appropriate notification.



It is the customer's responsibility to return the letter (not the claim form) with bank details completed to Purchase Ledger, Holyhead who will process and arrange the refund.

Purchase Ledger Department

Stena House  
Station Approach  
Holyhead  
Isle of Anglesey  
LL65 1DQ

Bank details must be received before any refund of over £10 refund can be processed

No responsibility can be taken by Stena Line for inaccurate bank account details provided or indecipherable figures.

The refund will be processed using a Manual Payment Request by Cash and Banking Gothenburg.

Queries regarding bank payments will be handled by Purchase Ledger Department.

All other queries will be handled by the local Administrator.



## **E-MAIL POLICY FOR STENA LINE**

### **Introduction**

This policy describes how the company Stena Line wants their staff to use the e-mail-system. This implies that usage, which is contradictory to this policy, may mean that the company will take action against that staff member. However this policy is primarily a description of the rules so that any employee can be sure that the system is used in the appropriate way.

### **Purpose**

The Stena Line e-mail-system (Microsoft Exchange/Outlook) shall be used for the following purpose:

- Transferring information and messages of a work nature between staff members in Stena Line
- Professional business contacts between Stena Line staff members and their customers, suppliers and partners
- Formal and informal contacts between Stena Line staff members and persons outside the company, where professional work gains benefits from the contact.

In summary the e-mail-system should be used predominantly for professional work to make communication more effective, encourage co-operation and improve the level of information in the company.

### **Restrictions**

You are not allowed to use the e-mail-system to

- Transfer pornographic information or material of any kind (e.g. pictures, text, film or sound)
- Transfer MP3-files (digital sound) with music or any other audio
- Transfer attachments with VB-scripts or any other format, that may be used to host viruses
- Send or forward messages that you suspect may include a virus



- Distribute messages to groups of people for a private purpose, e.g. to sell your car, boat, bicycle or other items
- Distribute messages of a non-work nature to groups of people, e.g. stories or images of private nature

### **Technical limitations**

Stena Line is using the e-mail-system in its business critical applications within both the Travel and Freight area. Furthermore the e-mail-system is used for vital business communication between Stena Line and other companies. This means that the e-mail-system must be regarded as critical to business and any disturbance may seriously harm the business.

We must realise that the e-mail-system will be threatened and attacked from outside. In such a case the system must be closed down temporarily to protect it from any further damage and to cause as little trouble as possible. To be certain that no viruses exist in the system every mailbox has to be checked in every detail after the system has been attacked.

Performance in the e-mail-system is crucial. It is not acceptable if the system has long response times or if the network is being hampered by too much traffic.

We must therefore establish some technical limitations in the system:

- A single users e-mailbox, i.e. the sum of all e-mails for a single user, may not exceed 100 megabytes
- One separate e-mail may not exceed the size of 5 megabytes
- The folder *sent e-mail* may not include more than the last 3 months mail
- The folder *removed e-mail* will automatically be emptied when the system is closed down

The above stated rules will to a large extent be automated. However each user will of course be notified before any removals take place. It is a user responsibility to make sure that the folder *saved e-mails* (created by the user) does exist if the user wants access to these e-mails.





## Forwarding e-mails

In Outlook a user can configure the system so that all incoming e-mails are automatically forwarded to another temporary e-mail address. This can be useful on business trips, holiday etc. This way of forwarding may however *not involve an Internet address*, but only an internal e-mail address. The reason behind this is that an endless loop may appear if the receiving address for some reason is not accepting the e-mail, but instead returns it to the sender. Should this happen, then an endless loop has commenced, that will have a severe negative impact on the performance of the system.



## **Internet Policy for Stena Line**

### **Introduction**

This policy describes company rules on how to use the Internet from one of the workstations connected to the Stena Line network. This implies that usage, which is contradictory to this policy, may mean that the company will take action against that staff member. However this policy is primarily a description of the rules so that any employee can be sure that the system is used in the appropriate way.

### **Purpose**

Internet and surfing on the Internet (Web browser Microsoft Internet Explorer) shall be used for the following purpose.

- To search for or retrieve information for use in professional work. This information should be considered necessary for performing the work or for various reasons makes the work more effective or adds value to the work.
- Download information that is necessary for performing work, predominantly image- and text material for technical or commercial use.
- Search for news related information regarding trades that are close to Stena Line and for various reasons could support business and competitive analysis. A typical example would be travel related trend information.
- To search and retrieve information to understand and appreciate what others do within areas that are close to the staff member's own area. Typically the use could be to develop new ideas for efficiency or for generating new revenue to Stena Line.

In summary the Internet should be used predominantly as a source of information to support and relieve the daily work at Stena Line.

### **Restrictions**

You are not allowed to use the Internet to

- Watch or download unethical, racist or pornographic material of any kind
- Download new software or new releases of software without special permission from Stena Line IT



- Perform private business during work-hours or to follow the progress within different areas of private interest in a way which either interrupts the work or severely disturbs it
- Design, build or maintain private home pages or sites which are not connected to your professional work
- Download MP3-files (digital music)

It is a personal responsibility for employees in Stena Line to use the Internet in a sensible way and make sure that such use does not interfere with work, but rather can support it.

### **Technical limitations**

The company regards the Internet as a very important channel for its marketing and sales. This implies that performance and availability are critical and should not be jeopardised because of people's misuse of the Internet from a workstation supplied by the company. Stena Line has a liberal view on the use of the Internet, but has the technical possibility to limit the use should misuse appear.

Having said this it should be stated that all surfing on the Internet can be traced to an individual workstation and hence it is easy to prove any misuse. The company has no intention to use this possibility on a regular basis, but will be able to if suspicion arises that misuse takes place.



Title Social Media Policy		Scope Stena Line	
Version 2.0	Date 2018-03-23	Owner Niclas Mårtensson	Responsible Ian Hampton

# Social Media Policy

## Stena Line



## Purpose

Social media play a vital role in Stena Line's overall communication and customer care. The staff is very important as ambassadors in contributing to promote and strengthen our brand. With this comes a huge responsibility as everything that is expressed online can influence Stena Line's reputation in different ways. Therefore it is important that different social media networks are used in a responsible manner in connection with the Stena Line brand. This policy outlines the guiding principles.

## Scope

This policy applies to all employees. Contractors shall conform to this policy whilst under contractual agreement with Stena Line.

## Objective

Stena Line encourages staff to be ambassadors in social media. The objective of this policy is to draw the boundaries and give a clear guidance to what is accepted and not in relation to social media.

## Policy

*As a Stena Line employee or contractor you are expected to act in line with this policy. We encourage you to act as an ambassador for Stena Line to inspire family, friends as well as current and potential customers to travel with us. When active in social media it is important to act in an accurate, honest and friendly way. It is also important to remember never to use social media to injure, threaten or embarrass anyone. We are not allowed to release confidential information, internal information, to participate in any speculations or release information that could damage Stena Line, colleagues or customers in any way. And we never speak negatively about our competitors. Content referred to includes text, images, videos, audio etcetera.*

*It is very important to acknowledge the following principles:*

- Do not engage in online discussions if you are the least bit hesitant regarding the objective on the receiving end. Contact your manager if you are uncertain!
- Do not publish information on social media about customers, partners or suppliers without the permission of the parties involved.
- Do not publish anything incognito or under an alias in connection to the Stena Line brand. It has to be perfectly clear who the publisher is.
- When an online conversation is about to go wrong, you should immediately contact the closest supervisor or your manager.
- In the event of a negative conversation on Social Media, the Group Communications team shall be informed and consulted as soon as possible.



- If you are referring to Stena Line, in your private sphere, outside the scope of the company's media channels, you must state that this is done in a private capacity, and that your comments only reflect your own views and not necessarily those of Stena Line. And remember; posts on social media stay around for a long time!

As an employee you must never refer to Stena Line in a negative way or post anything connected to our company that could be harmful to the business in any way or breaches our values of equal treatment for all. Never comment upon other employees in a negative way.

Breach of this policy could jeopardize your employment.

## **Supporting documents**

Communication Policy



## **IT Security Guidelines**

It is the responsibility of everyone who use IT systems at Stena Line to study and to follow this guideline.

### **User accounts**

- Choose your password with care, protect it and do not reveal it to other persons. The password should be altered regularly, and changed immediately if you suspect that it has been compromised.
- Only use IT systems to which you have been given access rights. Never use someone else's user account.
- Lock your computer when leaving it unattended.
- Log off your user account and power off the computer and screen when leaving for the day.
- Some systems where elevated proof of identification is needed, use a FOB:s (i.e. SecureID) for identification. Each FOB will normally be associated with one account only. It is the responsibility of the account holder to make sure the FOB is kept safe and isn't available for unauthorised use.

### **Protection of IT environment**

- Service may only be performed by qualified and authorized personnel, approved by Stena Line IT. Always contact IT Service Centre when you need help with errors or technical support on computers.
- A portable PC (laptop) is especially liable to be stolen and should be handled as such and not be left unattended.
- Loss of IT equipment (computers, access-tokens, email enabled phones & PDAs etc.) supplied by the company should immediately be reported to IT Service Centre on telephone +46 31 7040506.

### **Copyright and downloads**

- Downloading software or copying material from the Internet or other sources is *only allowed when required for business purposes*.
- You must at all times pay attention to and follow existing laws and copyright protection.

### **Protection from Virus**

- The virus protection on your computer must always be switched on. It is considered a major offense to tamper with the antivirus protection. For example uninstalling or disabling without explicit approval from Stena Line IT
- Report any suspected infections or problem in updating the anti-virus patterns to IT Service Centre on telephone +46 31 7040506.
- Be aware that material on the Internet, CDs, memory cards, emails etc. may contain virus.
- Virus warnings should only be sent out by IT Service Centre.

### **E-mail and spam (junk e-mail)**

- Always protect your e-mail address. It could be misused on the Internet with unwanted junk e-mail as result.
- Do not open e-mail or files attached to e-mail from an unknown, suspicious or untrustworthy source. Note that sender addresses can have been manipulated. If a mail appears to be suspect, delete it immediately, then "double delete" it by emptying your "Deleted Items" folder.
- Delete spam, chain, and other junk email etc. without forwarding.



### **Using the Internet**

- Keep in mind that everything you do on the Internet with the company's IT resources, you do in the name of Stena Line.
- Protect your own and the company's reputation when using the Internet.
- The company supplies access to the Internet predominantly as a source of information to support and relieve the daily work at Stena Line
- The company has the right to supervise the use of the Internet and to block Internet addresses that are not business related.
- It is a personal responsibility for employees in Stena Line to use the Internet in a sensible way and make sure that such use does not interfere with work, but rather support it.

### **IT when travelling**

- Consult IT Service Centre about necessary protective measures when connecting your computer to networks outside the company.
- Pay attention to legislation relating to what you may do on the Internet as it varies between different countries and can be different from what you are allowed to do in your own country.

### **You must not...**

You must not use the company's IT resources for handling sexual, racist and discriminatory or any other insulting material. If you unintentionally come across such material, you must immediately remove it from your computer.

### **Misbehaviour**

The company's IT resources should be used in such a way that it does not negatively impact on your work performance, disrupt or harm our business or the company's name.

Infraction of this guideline may lead to disciplinary action or ultimately to dismissal.

The company has the right to at any time examine staff files and e-mails. Information stored in the company's IT systems is not considered private property.

### **Scope**

This guideline applies to employees, contractors, consultants, temporaries, and other working with Stena Line's IT resources - both aboard and ashore - including all personnel affiliated with third parties. This guideline also applies to all equipment (e.g. computers, access-tokens, mobile phones, PDAs etc.) that is owned or leased by Stena Line.

### **Summary**


This guideline contains an extract of rules and recommendations from Stena Line Group IT Security Policy and its supporting guidelines, which are directly applicable to all personnel.

The purpose of this document is to have a single guide for the rules that each personnel need to know and follow.

Stena Line IT Service Centre can help you and answer questions regarding correct usage of the company's IT resources.





Smoking Policy				
Version No. 1	Revision Date. 2014-01-01	Document ID. PL-0006	Page. 1	

Stena Line is committed to providing a safe, healthy and smoke-free environment for our guests and employees both onboard and ashore. It is recognized that smoking is hazardous to health and presents a risk to non-smokers through passive smoking.

This policy applies to all employees and contractors within the Stena Line Group.

The object of the Smoking Policy is to ensure safety onboard our vessels, prevent passive smoking, promote health and hygiene, and compliance with national legislation whilst respecting the needs of those persons who do smoke.

Smoking is not permitted in any indoors/enclosed area except within approved designated areas. Approved designated smoking areas will be clearly marked.

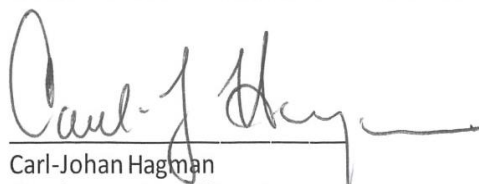
Smoking is not permitted in Company vehicles.

Smoking is permitted onboard vessels on external decks except those areas close to or above locations for stowage of dangerous goods.

This policy also includes E-cigarettes.

For those employees seeking to stop smoking the Company can provide encouragement and assistance to help achieve this.

Gothenburg; January 1, 2014



Carl-Johan Hagman  
Chief Executive Officer, Stena Line Group



Title Policy & Procedure for Employee Duty Free Purchases		Scope BR Irish & North Sea	
Version 1.0	Date 2021-02-15	Owner Stephen Bryden	Responsible Joanne Clowes



## Policy & Procedures for Employee Duty Free Purchases Business Region: Irish Sea South and North Sea

### 1 Purpose

The purpose of this policy and procedure is to provide a benefit to all employees working onboard vessels that operate on qualifying Duty Free routes. It will ensure clear instructions and a common process regarding the purchase of Duty Free items by Stena Line employees within our Retail Outlets on board.

### 2 Scope

This procedure is applicable on all Duty Free locations on vessels within Irish Sea & North Sea.

### 3 Objective

The objective is to have a common process detailing employee Duty Free entitlement dependant on the purpose of travel on all applicable vessels.

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Version 1.0	Date 2021-02-15	Owner Stephen Bryden	Responsible Joanne Clowes



#### 4 Compliance with Regulations and Procedures

The procedure must give confidence that all legal requirements are met, installing accurate audit trail. Personal allowances for Duty Free purchases must be clear in accordance to current EU & UK Customs Regulations and Stena Line Internal Control Procedures, which must be complied with at all times.

In accordance with Customs & Excise regulations, all Duty Free purchases must be landed ashore.

Failure to comply with EU and UK Customs regulations or Company procedures may lead to disciplinary action.

#### 5 On Duty Crew Procedures for Purchasing Duty Free

##### 5.1 Qualifying Individuals

All Stena Line crew holding a valid Stena Line ID card and that have signed the ships articles may purchase Duty Free as per below.

##### 5.2 Crew Purchases

On-duty crew may purchase Duty Free at specific agreed days and times on board each vessel from the Duty Free Retail Outlet. Crew Duty Free sales will not take place outside of these approved days/times and will not take place when the Retail Outlets are open to passengers.

Stena Line staff ID card must be swiped to generate a personal declaration from the onboard retail system. The declaration must be completed in full at the time of purchase.

All purchases and sales receipts must be placed into a sealed bag and held in storage until 30 mins prior to the departure of the crew member's day and port of disembarkation.

A crew member may only purchase items based on their individual crew entitlement and not on behalf of other crew members. If payment is made by card, it must bear the same name as the staff ID card.

Duty Free goods cannot be used for on board consumption. All products must remain sealed (unopened) and the receipt must be retained.

Crew may be subject to local Customs & Excise officials or Company searches.

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### 5.3 Duty Free Allowances for Crew

UK Port: Arrival and disembarkation	ROI Port: Arrival and disembarkation	NL Port: Arrival and disembarkation
200 Cigarettes or 250g Tobacco	40 Cigarettes or 50g Tobacco	40 Cigarettes or 50g Tobacco
PLUS	PLUS	PLUS
1 litre of Spirits or 1 litre of Sparkling Wine or 1 litre of Fortified Wine	0.35 litre of Spirits or 0.5 litre of Spirits less than 22%	1 litre of Spirits or 1 litre of Sparkling Wine or 1 litre of Fortified Wine
PLUS	PLUS	PLUS
2 litres of Still Wine or 12 litres of Beer	0.75 litres of Still Wine or 4 litres of Beer	2 litres of Still Wine or 8 litres of Beer

Please note the above Duty Free allowances are specific for Stena Line on-duty Crew only. Passenger Duty Free allowances differ and will be displayed on all qualifying vessels.

### 5.4 Other Products

In addition to the Duty Free allowance, you may spend up to a maximum of £390 (€430) on any other retail products per trip.

Under no circumstances may the allowances above be exceeded. It is the individual employee, as purchaser, to ensure they align within these limits.

## 6 Duty Travel Purchases

Employees travelling on a Duty Travel Ticket may make purchases in-line with passenger allowances, subject to landing the qualifying allowance for each country ashore, in the country of disembarkation and in accordance with Customs & Excise regulations. i.e. You may only bring the maximum allowance for that particular country into that particular country.

For example: A day-trip duty travel from Dublin to Holyhead, without going ashore in Holyhead, will mean you can only bring an EU allowance off the vessel in Dublin. Unless you go ashore in Holyhead and leave the duty free goods applicable for entering into the UK in Holyhead, then you would not be entitled to bring anything over and above the EU allowance into Ireland. i.e. you cannot bring the UK allowance and the EU allowance back to Ireland.

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## 7 Port Purchases

Duty Free products cannot be purchased unless you are travelling with the vessel. i.e. you cannot purchase any Duty Free goods in Port during turn around.

## 8 Contractor Purchases

Contractors working and travelling on board the vessels may make Duty Free purchases in-line with passenger allowances at the end of works onboard, provided that they make at least one round trip.

Contractors that are working on board during turnaround time and are not travelling with the vessel are not entitled to any Duty Free allowances.

## 9 Employee Concessions

All employees travelling on a concessions ticket may make purchases in-line with passenger allowances for each crossing.

## 10 Additional Information

Employee concessions remain subject to availability, at the discretion of the Management Team and maybe amended or withdrawn at any time.

Anyone found to be abusing this policy or the procedures herein may have this benefit, along with all other employee benefits/concessions withdrawn and may also be subject to disciplinary action.

Crew Bond purchases continue to be operated in line with Crew Bond Policy.

Employee discounts, rules and regulations continue to apply to all products within the Retail Outlets on board.



## Security

It is important given recent terrorist atrocities and the perceived threat of further terrorist actions that we all play an active part in the prevention of terrorism in the Port and aboard Stena Line ships. Security in all ports worldwide is regulated under the International Ship & Port Facility Security Code (ISPS) and is further regulated in Ireland by the Department of Transport (DOT)

DOT has the power to set standards for such measures as fencing, searching, and pass issue and display. They carry out announced and unannounced inspections of ports and have the power to fine, or in extreme cases close down a port if they find failures in the security systems.

There are three levels of security, which are set by DOT according to the perceived threat to the port:

- Level 1. Normal
- Level 2. Heightened
- Level 3. Exceptional

Between and within each level the percentage of searching and security requirements will vary. Obviously the greater the threat the higher the search percentages and security requirements will be.

**How does this affect you?** As soon as you enter the Restricted Area (RA) at the port you are bound by the ISPS regulations.

On entry to the Port you will be asked to produce your security pass (ID). Failure to produce will mean that you will not be allowed to enter.

The pass (ID) **must be visibly displayed above waist height at all times** .

If you are in a car your car must have a valid pass displayed in the windscreen at all times.

You may only park in the designated car park shown on the car pass.

You are liable to search.

If a car pass or personal pass is lost or misplaced then you must report it to security immediately. There will be a £20 charge, if a personal pass is misplaced.

You must be aware of anything unusual or suspicious for example unattended packages or baggage

If you see anything suspicious report it immediately to one of the security staff or to your line manager. **Remember – Security and Safety are everyone's responsibility**





**THE FOLLOWING  
FORMS SHOULD  
BE COMPLETED  
AND RETURNED  
TO THE TRAINER.**



**Stena Line Ports - Holyhead**  
**Vehicle Permit Application Form**

**Important Notice:** All sections **MUST** be completed in order to prevent delay or refusal

**A maximum of 2 vehicle passes will be issued per person. A separate form for each vehicle must be submitted.**

Full Name	
Employer	
I.D Number From Stena I.D Card (Starts with UK or 100)	
Position	
Department	
Ship / Location	
Old Vehicle Details (Make and Model)	
Old Vehicle Reg. No. (BLOCK CAPITALS)	
New Vehicle Details (Make and Model)	
New Vehicle Reg. No. (BLOCK CAPITALS)	
Signature	<i>I declare that I have received a copy of the Holyhead Port Parking terms and conditions.</i>
Name and Signature of Line Manager or Employer	
Date of application	

.....  
**OFFICE USE ONLY**

	Date	<input type="text"/>
<b><u>Permit Number:</u></b> <input type="text"/>	<b><u>Authorized Signature</u></b>	<input type="text"/>

Permitted Parking Areas	
Vehicle Permit Expiry Date	





**VEHICLE PARKING PERMIT REQUEST**

**From:** Joanne Williamson

**To:** LRP/ VT4

Can you please supply me with a vehicle pass to park within the Public car park at Stena Line

STAFF MEMBER DETAILS			
<b>Name</b>			
<b>Staff ID No or Company</b> <i>Ie, Grove/Securitas/Burgerking/TVC or Other</i>			
<b>Department / Location</b> <i>Ie, TC/Check-in/Freight/Port Ops Voyager/Caledonia or Other</i>			
CAR DETAILS			
<b>Make</b>		<b>Make</b>	
<b>Model</b>		<b>Model</b>	
<b>Reg No</b>		<b>Reg No</b>	

**Signed** ..... **Date** .....

OFFICE USE ONLY			
<b>Request Rec'd</b>		<b>Permit No</b>	
<b>Input Database</b>		<b>Issue Date</b>	
<b>Cancelled</b>		<b>Database Updated</b>	



Stena Group Instructions-Security	Established by: Paulina Runnestad	Valid from: 2015-10-06	Page: 1 (1)
Security process: Staff card application	Identity: Sec 4.2.1	Replace: SLSAB 2009-06-01	Classification: Internal

### Stena Staff Card Application Form

Filled in by Department Manager/Corporate Security	<input type="checkbox"/> New ID		<input type="checkbox"/> Renewal ID	
	<input type="checkbox"/> Changed Access		<input type="checkbox"/> Temporary Card	
	<input type="checkbox"/> ID Card Lost		<input type="checkbox"/> Previous Card Damage/Defect	
	Work Description:			
Work Area:				
Work Schedule, Start: (DD-MM-YY)		Work Schedule, End: (DD-MM-YY)		
Department Manager:				
Name: _____		Phone: _____		
Signature: _____		Company/ Cost center: _____		
Filled in by Applicant	Surname: _____		Company/Cost center: _____	
	First Names: _____		Site/Port/Ship/Region: _____	
	Date of Birth: _____		Phone: _____	
Filled in by PFSO/CSO	Visual Access Level, if work is done on ISPS area			
	<input type="checkbox"/> Ship	<input type="checkbox"/> Restricted Areas Ship	<b>PFSO</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
	<input type="checkbox"/> Quay	<input type="checkbox"/> Restricted Areas Quay	Signature: _____	
	<input type="checkbox"/> Terminal	<input type="checkbox"/> Restricted Areas Terminal	Date: _____	
Filled in by Corporate Security	<input type="checkbox"/> Yes <input type="checkbox"/> No		Card reader access: _____	
	Signature: _____ Date: _____			
SSC/Card Admin.	Name: _____		Card No.: _____	
	Date: _____		Card Validity: _____	
	ID Number: _____		Access Group: _____	
	<input type="checkbox"/> ISPS Certified, date: _____			

#### Cardholder Receipt Signature

Name: _____	Date: _____
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The application form must be duly filled in and signed.  
Should this not be the case, the application will be automatically rejected.



## Receipt of Policies & Procedures

- Notes for Guidance for Recruitment Information Pack
- Notification of Absence Procedures
- Drugs and Alcohol Policy
- Company Harassment Policy
- Equal Opportunities Policy
- Health and Safety Policy/Health and Safety at Work Act 1974
- Food Hygiene Policy
- Till Operator Procedures
- Cash handling Policy
- Code of Conduct for the Merchant Navy
- Grievance Procedure
- Sickness Absence Policy
- Onboard Gaming Policy
- Company E-mail Policy/Internet Policy
- Company Social Media Policy
- Smoking
- Employee Duty Free Purchases Policy
- Security

I confirm that I have received, and had instruction in all the above documents.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_