

EMPLOYEE HANDBOOK

ALASKA MARINE HIGHWAY



2014



THE STATE
of **ALASKA**
GOVERNOR SEAN PARNELL

Department of Transportation and Public Facilities

ALASKA MARINE HIGHWAY SYSTEM
Office of the General Manager

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12/31/2013

Dear New Shipmates,

The Alaska Marine Highway System operates the largest roll-on/roll-off, overnight capacity, passenger vessel fleet in the United States. Our ships were designed and built *specifically* for service in Alaskan waters...from the *M/V Malaspina* in 1963 to the newest vessels, the *F/V/F Fairweather* and *F/V/F Chenega* – bringing the total number of vessels to eleven.

Whether operating throughout the Inside Passage of Southeast Alaska to Prince William Sound – or throughout the Southwest region of the state to Unalaska – ships of the Alaska Marine Highway System provide an essential transportation network serving residents and visitors alike...as stated in our mission statement...

“The mission of the Alaska Marine Highway System is to provide safe, reliable, and efficient transportation of people, goods and vehicles among Alaska communities, Canada, and the “Lower 48”, while providing opportunities to develop and maintain a reasonable standard of living and a high quality of life – including social, education, and health needs.”

The Alaska Marine Highway System has a long and proud tradition of providing safe, quality transportation and beyond-the-call-of-duty customer service. This tradition has been forged through the diligent and committed service of all Alaska Marine Highway System employees – both afloat and ashore – for fifty years. Your challenge is to follow the example of those who have gone before you and to perform your job to the best of your ability. Our customers deserve the best!

Sincerely,

A handwritten signature in black ink, appearing to read "John F. Falvey, Jr.".

Captain John F. Falvey, Jr.
General Manager

JFF:gn

“Keep Alaska Moving through service and infrastructure.”

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HELPFUL ACRONYMS

ADA	Americans with Disabilities Act
AMHS	Alaska Marine Highway System
BST	Basic Safety Training
CBT	Computer Based Training
CFPM	Certified Food Protection Manager
CFR	Code of Federal Regulations
DOT & PF	Department of Transportation & Public Facilities
EEO	Equal Employment Opportunity
FRB	Fast Rescue Boat
GMDSS	Global Marine Distress & Safety Systems
HAZMAT	Hazardous Materials
HCT	Hazardous Communication Training
ISM	International Safety Management
JCO	Juneau Central Office
KCO	Ketchikan Central Office
LWOP	Leave Without Pay
MEF	Marine Engineering Facility (Ketchikan)
MES	Marine Evacuation System
MMC	Merchant Mariners Card
MQ	Minimum Qualifications
PAX RORO	Passenger Roll On / Roll Off
PSC	Proficiency in Survival Craft
PSW	Passenger Services Worker
PSWIC	Passenger Services Worker in Charge
SA	Security Awareness
SOP	Standard Operating Procedure
STCW	Standard for Training, Certification and Watchkeeping
TWIC	Transportation Worker Identification Card
USCG	United States Coast Guard
VPDSD	Vessel Personnel with Security Duties



WELCOME ABOARD

We are glad that you are now part of the Alaska Marine Highway System (AMHS). As a new AMHS employee, you are an important part of our proud fleet. While you navigate the waters of your new career, we hope that you clearly see that pride for yourself. In the days ahead, there will be exciting, yet challenging times while you learn about us and we learn about you. The more knowledge you have about your job and AMHS, the easier these days will be.

Please read this handbook before you report for your first day of work. It was created to help answer questions that you may have as a new AMHS employee. The handbook is yours to keep; therefore, we encourage you to take personal notes to understand key points or to keep track of questions you have that are not addressed or answered within the handbook.

We do not expect you to absorb all of this information at once. It will begin to make more sense as you progress through training and orientation as well as begin your job. Welcome Aboard!

Part of a Proud Fleet

The system's 11 vessels traverse over 3,500 miles of waterway and stop in 35 ports between Bellingham, WA and Dutch Harbor, AK. This distance is comparable to a voyage from New York to London. The longest individual route within the system is from Bellingham to Skagway, a trip that takes 3 1/2 days (one-way) to traverse and is over 1,086 miles in length when calling at intermediate ports (including Sitka). The route from Homer to Dutch Harbor is approximately 900 miles in length. The shortest route segment is 8 miles between Ketchikan and Metlakatla.

Alaska ports of call include Ketchikan, Metlakatla, Petersburg, Kake, Wrangell, Angoon, Sitka, Gustavus, Tenakee, Hoonah, Juneau, Haines, Skagway, Pelican, Whittier, Yakutat, Cordova, Valdez, Homer, Seldovia, Tatitlek, Chenega Bay, Kodiak, Port Lions, Ouzinkie, Old Harbor, Chignik, Sand Point, King Cove, Dutch Harbor / Unalaska, Akutan, Cold Bay and False Pass. Ports outside Alaska include Bellingham and Prince Rupert.

The Southeast AMHS route system is divided into two subsystems: the "mainline" routes which typically take more than one day for the ship to travel; and shorter routes where the vessels depart their home port in the morning, travel to destination ports and then return to their home port on the same day. The shorter routes are commonly referred to as "day boat" routes. The Southwest and South Central system serve Prince William Sound, Kodiak Island, the Kenai Peninsula, and the Aleutian Islands.

Service to the smaller Southeast communities as well as South Central communities operate year-round with varying numbers of port calls per week during the winter. Metlakatla is served year-round by the MV Litya. The communities on the Aleutian Chain receive one port call each month from April through October and no service the remaining months. All regions of the system are linked during the summer months via the Cross-Gulf sailings, which are also scheduled during January and April or as the need arises.

The Prince of Wales communities of Craig, Klawock, Hydaburg, and Thorne Bay are served by the Inter-Island Ferry Authority vessel, which provides daily service between Hollis and Ketchikan throughout the year. Alaska Marine Highway vessels provide service to Hollis when the IFA vessel is out of commission for repairs or maintenance.

The 33 Alaska ports served by the Alaska Marine Highway System have populations of less than 5,000 people. Therefore, traffic is normally light and the pace more leisurely during fall, winter, and spring when a majority of communities continue to be served but with less frequency than during the summer. Two-thirds of the annual traffic rides during the five-month summer season, May through September. On average, the Alaska Marine Highway carries 312,000 passengers and 98,000 vehicles.

Uniquely Alaskan

Our passenger base is diverse and shifts from season to season. During the summer months, in addition to the local passengers, the traffic increases with many visitors that range from those visiting friends and family to those that are just visiting. For small communities, the ferries provide an opportunity to shop, conduct business, and socialize with their neighbors in the other communities. There are usually between 50-100 people on board for routine shopping or business trips at any given time of year.

In the winter months, large numbers of students and youth groups travel on the system. Basketball tournaments, music festivals, wrestling meets, track meets, Little League baseball, foreign language festivals, and numerous other events generate a transportation demand that is met by a ferry. More than 10,000 youth passengers travel in groups on the system during the course of a year, mostly during the winter school year.

Freight carriers, such as Lynden Transport, make up a large portion of the vehicle traffic on the system. Individual businesses transporting perishables are also common. Vehicles transporting freight and mail comprise some 10-15% of the total vehicular traffic on the Alaska Marine Highway System.

Special events also generate added passengers, such as the Gold Medal Basketball Tournament held each spring in Juneau. During this event, ferries can be completely full, both coming and going, as people from the smaller communities gather in Juneau for the week. Around 350-400 people are transported to the Gold Medal Tournament and utilize AMHS vessels to attend.

The service to 33 Alaskan ports help meet the social, educational, health and economic needs of Alaskans. The system connects communities with each other, regional centers, and the continental road system. It is an integral part of Alaska's highway system, reaching many communities that would otherwise be cut off from the rest of the state and nation. AMHS also provides a coastal transportation alternative between Anchorage and the "Lower 48" states versus driving the Alaska Highway.

THE ORGANIZATION

The Alaska Marine Highway System was formerly founded in 1963, but the roots of the organization date back to 1948. It started with three men and a dream, and has grown into a vast system that covers 3,500 miles of coastline, employs hundreds of people and carries thousands of passengers and vehicles each year.

The AMHS fleet consists of eleven vessels; 7 operate in the Southeast System and 4 operate in the Southwest System. All eleven vessels are designed to carry passengers and vehicles ranging in size from motorcycles to large freight container vans. Tourist passengers and vehicles add a significant percentage to traffic, particularly where routes connect to the continental road system at Haines, Skagway, Valdez, Whittier, Homer, Prince Rupert BC and Bellingham Washington.

Trips on AMHS can last several hours or several days, so passenger services are an important aspect of the state's transportation service. Most vessels provide food service, shower facilities, observation lounges, and recliner lounges. The larger vessels provide additional amenities, including play areas for children. Six vessels have stateroom accommodations for overnight travel, or for passengers who want a space they can call their own while traveling.

The vast size and complex nature of our vital transportation system, requires an extensive organization to keep it operating. The organization and each vessel is broken down into departments with a governing organizational structure within each department. The following is brief description of what each general department covers, both onboard and onshore.

Passenger Services Department

The Passenger Services department is the cornerstone of outstanding onboard customer service. This includes, but is not limited to, providing medical assistance for both passengers and crew. Typical job functions include, but are not limited to, the following: receive and store consumable supplies; clean tables and wash dishes; serve handicapped passengers; generally maintain the cafeteria / dining room, lounges, washrooms and public areas; maintain food hygiene standards; operate equipment such as vacuum cleaners, dishwashers, and sweepers; operate food service, liquor service and other concessions; assist in crowd control and handling of all cash; perform emergency duties and participate in fire and boat drills. This department includes the following positions:

Stewards

- Chief Steward
- 2nd Steward & Storekeeper
- Chief Cook, 2nd Cook, Assistant 2nd Cook & Dishwasher
- Crew Mess Steward, Officer's Mess Steward & Night Utility
- Bartender, Cashier, Giftshop
- Head Waiter & Wait Staff
- Head Bedroom, Officer's Bedroom & Stewards

Pursers

- Chief Purser
- Senior Purser
- Junior Purser

Engineering Department

The Engineering department is responsible for maintaining all machinery in the main engine room, auxiliary engine room, MSD room, and the steering gear room, as well as maintaining the ship's structural integrity. This includes, but is not limited to, the following: maintain oil levels and fuel; operate and maintain the ship's propulsion machinery and auxiliary equipment; maintain the hot water heaters and boilers; inspect and record routine maintenance on engines and generators; maintain the galley and cafeteria equipment or other machinery related to passenger comfort, service, and safety; order and store all necessary vessel parts (i.e. lighting, heating, cooling, cooking, ventilating, plumbing, refrigeration and electrical); maintain and update vessel drawings, manuals, and vendor catalogues; maintain the safety & security of the vessel. This department includes the following positions:

Licensed

- Chief Engineer
- First Engineer
- Second Engineer
- Third Engineer

Unlicensed

- Junior Engineer
- Oiler
- Wiper

Licensed Deck Department

The Deck department is leading the fleet with positions of command from the officers of the Deck Department. AMHS Licensed Deck officers are either graduates of one of several maritime academies or gain their knowledge, skills, and abilities through intensive self-study and on-the-job training. After arriving at AMHS, most deck officers need to engage in further study to gain the "pilotage" mandated by the USCG. Pilotage consists of gaining a level of familiarization in a geographic area to the point that the prospective candidate can actually draw the nautical chart representing the area in which that vessel operates. After gaining the necessary experience, qualifications, and union seniority, a deck officer can advance through the ranks to Chief Mate and eventually Master. AMHS currently has an approximate 105 deck officers in one of the following positions:

- Master
- Chief Mate
- Second Mate
- Third Mate

Un-licensed Deck Department

Vessel deck crews are the most versatile members of the team, but are not all licensed. They are capable of performing almost any task in connection with deck maintenance, small boat operations, basic navigation and seamanship. Unlicensed deck crew complete the following tasks: operate cranes, winches and davits; load and discharge vehicles and passengers; operate cargo loading equipment; stand watches for security; stand watches for navigation and communications; provide the nucleus of the firefighting teams; maintain emergency equipment; assist and perform in all vessel mooring and unmooring operations; operate ground tackle and ships anchoring equipment; maintain the safety and security of a vessel; maintain rescue and survival equipment; act as rescue boat crew. These include the following positions:

- Able Bodied Seaman
- Bos'n
- Ordinary Seaman
- Porter
- Watchmen

Shoreside Support and Administration

Shoreside Support and Administration consists of various departments. Each department provides all of the necessary land-based support that is needed to keep the system running. Aside from Reservations located at the Juneau Central Office (JCO) and the Terminals that are located in port communities, most of these departments operate out of Ketchikan in either the Ketchikan Central Office (KCO) or the Marine Engineering Facility (MEF). These departments consist of the following segments:

- **Executive Management:** Includes Executive Management with ISM
- **Business Development:** Computer Services, Finance, Administration, Information Technology, Marketing, Reservations & Sales, Terminal Services and Terminals.
- **Marine Engineering:** Vessel Engineering and Marine Facilities
- **Marine Operations:** Passenger Services, Vessel Operations, Licensed & Unlicensed Dispatching, Training and Scheduling.

WHAT TO EXPECT FROM AMHS

Pay, Benefits and Work Environment

AMHS prides itself on offering fair wages and quality benefits. Pay is distributed twice a month and you should be sure to finalize your timesheet prior to leaving a vessel. A pay calendar can be obtained from the State employee resources, where you can access your pay stubs, and a link is provided on the AMHS Internal Resources website. Each employee is responsible for maintaining their own passwords. The employee benefits, combined with a competitive work environment, offer a quality experience when entering any level of the organization. Furthermore, management is committed to providing a safe working environment that is continually enhanced and maintained. Out of personal respect for each employee, you are encouraged to be aware and comfortably communicate all concerns with your supervisor.

Training and Career Development

Supervisory staff provides vessel orientation to all new employees as well as provides ongoing job related safety training. Additionally, fire & boat drills are held on board each vessel on a weekly basis. AMHS policy, states that all vessel personnel are required to qualify for the "Proficiency in Use of Survival Craft Certification" within the first two years of employment. This is one of many opportunities for growth and change. Career advancement opportunities exist at AMHS for those willing to work hard and take steps toward development. As you advance in your career, the qualifications you gain, how well you perform on the job, and how long you've been with AMHS will all be considered when it comes to advancement.

Performance Evaluation

Your supervisor is aware that soon after you begin, you will want to know how you are doing. Depending on your particular position, you will be given written evaluations along the way. Your "Probationary Employee Tracking" booklet will help you to assess your performance. No matter which category your new position falls into, your Supervisor will be continually assessing your performance on an informal basis and will be pleased to discuss your progress with you.

Union Support

As an employee on one of the AMHS ferries, you are represented by one of three (3) maritime unions:

1. **Licensed Deck Personnel:** Masters Mates and Pilots (MM&P)
2. **Licensed Engine Personnel:** Marine Engineers Beneficial Association (MEBA)
3. **All Unlicensed Personnel:** Inland Boatman's Union of the Pacific (IBU)

You may obtain a copy of the Collective Bargaining Agreement from your union or it is available at all times through the AMHS Internal Resources website. This document will give you complete details on matters of interest to you. Those details include but are not limited to the following:

- Salary & Benefits
- Premium Pay and Allowances
- Vacations
- Work Hours

It is up to you to understand what the Collective Bargaining Agreement states. Read it carefully and bring any questions or concerns that you have to your supervisor and / or vessel delegate.

WHAT WE EXPECT FROM YOU

Overview

The more you know about what is expected from you at the start of your job the easier your job will be - eliminating many questions and a lot of stress. There are five main areas in which we expect your best:

- #1 Priority: The safety and care of our passengers, your coworkers and yourself.
- Carry out your duties and responsibilities to the full measure of your ability.
- Treat those you work with in the same manner as you would like to be treated.
- Provide exceptional customer service.
- Become a part of the AMHS security team.

Mutual Respect

When working closely with others on a vessel and / or sharing a room with someone, it is important to remember to respect each other's space. There are certain practices to maintain this respect. The following are suggested practices:

- Be as quiet as possible - locker doors, bathroom doors and stateroom doors make a lot of noise.
- If your bunk mate is sleeping, use electric razors or blow dryers in public restrooms.
- Use your bunk light instead of the overhead light.
- Unlock both doors when finished in the bathroom - it is shared with crew in the next room.
- Pick up after yourself continually and keep soiled linens laundered or in your locker.
- Be sensitive to allergies - apply sprays, perfume or aftershave in public restrooms.

Policy Familiarization

Policies are in place to provide employees with uniform knowledge and tools for implementing and maintaining standard procedures. There are different policies depending on your department and the job you execute within that department. It is important for you to become familiar with all policies that govern your work. Important policies for all employees to be aware of are outlined in the "Important Policies to Know" section on page 22.

General Appearance

It is an AMHS policy that vessel and terminal employees dress appropriately to reflect a professional image to the public while representing the Alaska Marine Highway System. The professional appearance of the employee is an important aspect of passenger perception and safety. All employees will report to work in uniform, remain in uniform while in or viewed from public areas and stay in uniform until they leave work.

Uniforms should be clean, neat, not worn out, and not torn. There should be no visible undergarments, shoes should be tied, pants should be pulled up, and shirts with tails should be tucked in. Any logo displayed on a uniform must be an AMHS approved logo as sold by a contracted vendor or sold by a AMHS. Non AMHS, commercial or sports style logos are not allowed. Position specific and general uniform requirements can be found in the "Uniform Specifications" section starting on page 12.

An approved union insignia may be worn, if permitted in the applicable bargaining unit agreement, if it does not exceed 1" in diameter and is displayed properly (on either the left / right lapel or the collar of a AMHS uniform top, jacket, sweater or vest).

Grooming

Good grooming and the utmost personal hygiene must be maintained at all times when on duty. Hair must be trimmed and well groomed. Facial hair must be groomed and trimmed in compliance with the AMHS respiratory protection program, to assure a proper fit and face mask seal. Personnel who are unable to shave or have medical reasons that prohibit an adequate face to face mask seal, shall be evaluated on a case by case basis. Figure 3-2 in the Occupational Health and Safety Manual depicts acceptable facial hair standards which should not interfere with common forms of respiratory protection. The following items can be used for references to the topic of facial hair standards:

Occupational Health and Safety Manual (OHSM) section 3.5

In accordance with regulatory mandates and industry standards, as well as for the safety of AMHS employees, all tight-fitting respirators both negative and positive pressure shall not be used with beards or other facial hair or any other condition or facial feature that prevents direct contact between the face and the edge of the respirator or interferes with valve functions, as well as maintaining this face to mask seal.

29 CFR 1910.134

“The employer shall not permit respirators with tight-fitting facepieces to be worn by employees who have:
(A) Facial hair that comes between the sealing surface of the facepiece and the face or that interferes with valve function; or (B) Any condition that interferes with the face-to-facepiece seal or valve function.”

Jewelry

Jewelry worn with uniforms will be of a conservative size and design. The display of facial body jewelry must reflect a traditional standard for trim and professional appearance to our customers and shall be limited to the display of not more than three earrings on each ear. No other facial body jewelry is permitted to be worn while on duty. Jewelry worn inside the mouth, in lips, nose or eyebrows is not permitted while on duty. Requests for religious or cultural exception will require the employee to provide appropriate proof and / or certification in a form and manner determined by KCO.

Dress Code Enforcement

The department heads on each vessel are responsible for compliance with this Standard Operating Procedure (SOP). Employees not in compliance with these uniform requirements may lose their Laundry or Uniform Allowance as per IBU Rule 32.06 and may also be subject to disciplinary action. The following steps will be used to ensure compliance:

1. A verbal warning will be issued to notify the employee that he / she is not in compliance with this SOP and the employee will be immediately instructed to achieve compliance. If compliance requires a purchase of a garment, it must be accomplished by the next work week. Employee will be reminded that he / she will lose the uniform allowance for each pay period not in compliance and will be subject to disciplinary action up to and including termination. The warning will be documented to the ship files to ensure that a relief department head who may be on duty the next week is made aware of the verbal warning.
2. If employee returns to duty the next work week and is not in compliance, the employee will be issued a written warning and the uniform payment will be withheld. Written warnings should be given to employee with a copy sent to KCO.

UNIFORM SPECIFICATIONS

General Requirements

The AMHS policy for uniform standards outlines each component of employees dress while on duty. There are some variances between positions and departments; However, there are some similarities that have been summarized below. The following general requirements apply to all employees unless otherwise noted:

Socks & Shoes

The approved color is black for socks and shoes. Shoes or loafers with no logos and non-marking soles are acceptable versions. If tennis style sneakers are worn, they must be all black without logos – commonly called referee shoes. If the shoe has laces, the laces must be black. Open-toed or open-heel shoes, clogs, plastic or rubber clogs will not be considered as proper dress. Cooks may wear white shoes with white laces in substitute for black. Engineering department personnel can wear black boots as an option.

Tops

A position specific uniform shirt must be worn and is outlined by position in the next section. The employee has the option of leaving the top button of the uniform shirt unbuttoned. Uniform shirt must be worn as designed and may not be altered in any way. Uniform shirts must fit the employee appropriately (not too large or too small) and look professional. If you are wearing a dress shirt with tails, the shirt must be tucked in. If the shirt has a straight hem across the bottom it may be worn tucked or un-tucked.

Bottoms

Pants should be black dress slacks constructed with a blend fabric; 100% cotton pants are not acceptable due to fading. Tights, stirrup pants, yoga pants, athletic or exercise pants, jeans, denim pants or shorts are not acceptable. Female employees may, at their option, substitute a knee-length uniform skirt with black nylons for black slacks. Galley employee bottoms may be white, black or checked cook's trousers and female employees may, at their option, substitute white knee-length skirts for white slacks or cooks' trousers.

Accessories

The approved color for belts, suspenders, and aprons is black. If not the approved color, suspenders must be worn under uniform shirt. Aprons may be worn by Stewards only to protect uniform while performing duties that may cause uniform to become excessively soiled or dining room wait staff while waiting tables. Aprons are not to be worn all day, every day.

Top undergarment

All female employees will wear an appropriate undergarment under the uniform shirt. An appropriate undergarment would be a T-Shirt or Tank Top (cut no lower than a standard T-Shirt), standard or sports bra, or any other appropriate nontransparent, not lose fitting or otherwise revealing or any undergarment that is right for the purpose and are white with no logos. Undergarments are not to hang out or be seen at waist level or sleeve. If a long-sleeve undergarment is worn, a long sleeve uniform top must also be worn.

Hats

Acceptable hats while on duty are the black or navy blue AMHS logo baseball hat or one of the three styles of white AMHS logo hats which can be purchased at cost from the Chief Steward. If a hat is worn, the bill of the hat must face forward, centered over the nose. Absolutely no other hats can be worn, with the exception of a winter knit hat for outdoor drills or ramp duty. If a logo is applied to this type of hat, it must be the official logo. Galley employees must wear a white AMHS logo hat, hair net, or the traditional high / low white chef hat.

Name Tag & ID Badge

A name tag must be worn by all personnel not wearing a monogrammed uniform shirt while on duty. Name tags must be visible and pinned to the uniform on left chest area. An ID Badge must be worn at all times by all employees either attached to the uniform at left chest or worn on a lanyard around the neck.

Work Clothing

Blue Coveralls may be worn over the standard uniform when actively working stores or for the Engineering department personnel. Alternative work clothes (i.e. Levis, Carharts, sweatshirts, T-shirts and gloves) are also permitted for this purpose, but are not in public areas.

Position Specific Requirements

The following descriptions cover all position specific uniform info and are in addition to the "General Requirements". Uniforms must be worn at all times when in public areas and employees must stay in uniform ship-to-shore. The full or semi-dress option is at the discretion of the department head.

Passenger Services Officers

The semi-dress uniform consists of a white shirt with gold insignia on epaulettes that sits on shoulders. A uniform black pull-over, cardigan sweater or vest is optional, provided the shoulder boards and name tag are visible. If a logo is applied to the outerwear, the logo must be the official AMHS logo. The dress uniform consists of a black uniform coat with gold insignia and gold stripes on sleeves and a white shirt to accommodate a black tie.

- Chief Steward and PSWIC: Three (3) gold stripes and Crossed Quill & Key insignia
- Second Steward: Two (2) gold stripes and Crossed Quill & Key insignia
- Store Keeper: One (1) gold stripe and Crossed Quill & Key insignia
- Chief Purser: Three (3) gold stripes and Oak Cluster with Acorns insignia
- Senior Purser: Two (2) gold stripes and Oak Cluster with Acorns insignia
- Junior Purser: One (1) gold stripes and Oak Cluster with Acorns insignia

All Stewards, Cashiers, Bartenders, Wait Staff and PSW'S

Employees will dress in standardized uniform top provided by AMHS with black bottoms. A uniform black pull-over, cardigan sweater or vest is optional, provided the name tag is visible. If a logo is applied to the outerwear, the logo must be the official AMHS logo.

Galley Employees

Galley employees (cooks) will dress in white cooks' coats (top), cooks' trousers (bottoms), white apron, white hat. AMHS will provide the white cooks' coat, which must be worn buttoned. Cook's coats are to be checked out at the beginning of an assignment and returned / checked back in at the end of the assignment.

Licensed Engineering Department

Uniform can be khaki or white dress shirt with khaki or black dress pants, white or dark blue coveralls or a blue collared work shirt with blue work pants (not jeans). Each uniform shall have the name of the engineering officer on the left breast and should be worn with appropriate gold braid and department insignia. When on the vehicle deck or on the weather decks, appropriate outer wear shall consist of a dark blue or black watch jacket, black watch sweater, black work vest, or black raincoat. A black watch cap is allowed in place of the standard baseball cap. In inclement weather, full raingear is permitted.

Unlicensed Engineering Department

Uniform can be white or dark blue coveralls. Each uniform shall have the name of the engineering crew member on the left breast. When on the vehicle deck or on the weather decks, appropriate outer wear shall consist of a dark blue or black watch jacket, black watch sweater, black work vest, or black raincoat. A black watch cap is allowed in place of the standard baseball cap. In inclement weather, full raingear is permitted.

Licensed Deck Department

All licensed Deck Officers will be required to wear a standard navy blue uniform with regulation gold braid, regulation uniform cap with gold braid and AMHS insignia, white shirt and black tie. At the discretion of the Master, a short sleeved white button down uniform shirt that will accommodate shoulder boards with regulation insignia can be worn in lieu of the navy blue uniform jacket. The uniform will be clean and neatly pressed at all times, along with a clean, white cap cover. During inclement weather, a regular navy blue topcoat or raincoat for Masters and a regular navy blue watch jacket or raincoat for Mates loading or unloading vessels, is acceptable. Female officers may, at their option, substitute a knee-length uniform skirt with black nylons for black slacks, and white cotton tailored blouse that will accommodate shoulder boards for the uniform shirt.

Unlicensed Deck Department

All unlicensed Deck Crew will be required to wear a standard long sleeve dark blue shirt with a collar, dark blue trousers, navy blue jacket (as required for various seasons), and regulation navy blue baseball cap. At the discretion of the Chief Mate, a short sleeved dark blue shirt with a collar can be worn in lieu of the long sleeved shirt. Crew neck shirts, hoodies and patch pocket jean style pants are not acceptable. In addition to required safety gear, unlicensed deck personnel are authorized to wear a black watch cap, rain gear, and rubber boots, while outside or while working on deck.

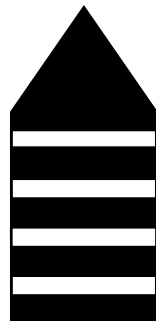
Terminal Staff

Employees will dress in standardized uniform top provided by AMHS. Pants, shorts, shoes, boots, socks, belts and suspenders shall each be of one solid color, without significantly contrasting logos or designs, and be appropriate for the weather. Cold-weather hats and Personal Protection Equipment are acceptable when performing outdoor duties. If a logo is significantly visible on a cold-weather hat or is applied to outerwear, the logo must be the official AMHS logo. Name and position must be monogrammed on to the uniform top.

Officer Stripes and Insignias

Deck Department

Ship's Anchor



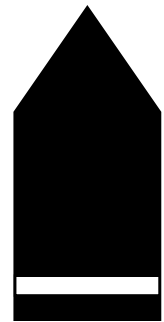
Master



Chief Mate



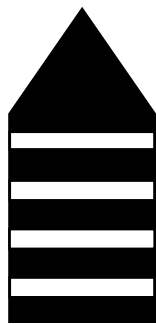
2nd Mate



3rd Mate

Engine Department

3-Bladed Propeller



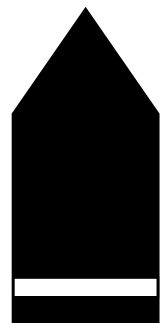
Chief Engr



1/A Engr



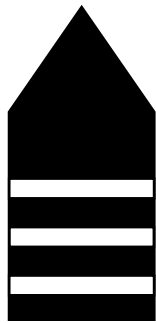
2/A Engr



3/A Engr

Steward Department

Crossed Key & Quill



Chief Steward



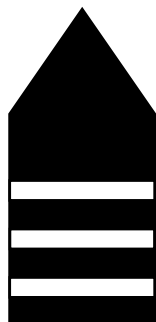
2nd Steward



Storekeeper

Purser Department

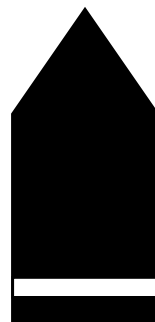
Oak Cluster w/Acorns



Chief Purser



Senior Purser



Junior Purser

REQUIRED DOCUMENTATION

Original certificates and documents must be presented to the Purser's counter of the vessel, in a binder, each time you report for duty. Please ensure that you have your Merchant Mariners Credential out and ready to be examined when you get to the counter. Your Merchant Mariners Credential does not need to be kept in the binder, but must be presented to the Purser when you present your binder.

The information in your binder will be organized in the following manner:

- All documents will be in 3-hole, clear sheet protectors
- All page-protected documents will be placed in a three ring binder or folder
- All documents will be arranged in the order listed below, front to back

Documents are required based on your assigned position; not all of the items listed are required for all positions. Certificates with an * are issued by AMHS. Please note that AMHS will not replace certificates issued by outside providers (i.e. AVTEC, UAS, Div. of Personnel, etc.).

1. USCG License
2. Certificate of Registry
3. TWIC
4. BST Certificate or USCG STCW Certificate
 - USCG is preferred, but STCW certificate will not be issued unless the BST is current
 - Purser will check the endorsements (i.e. BST, Security, VPDS & SA, PSC, GMDSS, FRB) on the STCW Certificate
 - Purser will check the STCW Stickers on MMC as obtained for Security & BST
5. New Crewmember Familiarization Form
6. RO / RO Vessel Familiarization *
7. RO / RO Crowd Management
8. RO / RO 14 hour Crisis Management
9. Food Worker Card
10. TAMS / Alcohol Card (optional)
11. CFPM Certificate
12. EEO Program Certificate (Preventing Sexual Harassment, A Respectful Workplace) *
13. MES Certificates (Chute or Slide)
14. HCT Basic Certificate *
15. Highest Level Security Certificate *
16. Highest Level HAZMAT Training Certificate

Training and certification courses are offered for new hire stewards as well as routine training for all employees. AMHS provides certain courses, whereby these certificates can be provided to you. However, AMHS cannot help with courses offered by an outside provider. You must provide copies to the Training Office in Ketchikan and then add it to your binder.

ASSIGNMENTS & SCHEDULING

Now that you're hired, your vessel department head will advise you of what to do next. If you are joining a ship's crew, you can expect departmental orientation to acquaint you with your job. Once you are scheduled to work, you will need to prepare for life on board.

Preparation

Crewmembers are responsible for obtaining their ID badge that must be visible at all times while on duty. To obtain a State ID Card, print an application form from the AMHS Learning Portal or Internal Resources website, fill out the form and turn it in to the receptionist at KCO. The form is then signed by the General Manager and returned to you. You will then present it, along with proper ID, at the DMV for issuance of a State ID Card.

The following is a suggested list of clothing and other items to bring to work:

Clothes

- Uniform Tops (5 - 7)
- Good Leather Shoes (2 Pair)
- Slacks or Pants (3 - 4)
- Black Socks (5 - 7)
- White Undergarments (5 - 7)
- Winter Coat
- Bathrobe & Shower Shoes

Other Items

- Battery Powered Alarm Clock
- Knife / Leatherman
- A Good Book
- Flashlight
- Personal Toiletries
- Winter Hat and Gloves
- Required Documents Binder*

*You will need to spend time preparing and organizing your documents in the required 3-ring binder. The required documents in the binder include, but are not limited to the following: your (1) MMC, (2) TWIC with STCW when eligible, (3) BST Certification, (4) New Crew Familiarization Form (completed onboard each vessel you work) and (5) PSC, as needed by position. As you progress in your career at AMHS, you will obtain more certificates and documentation that pertain to your shipboard assignments. Remember, if the document is issued by an outside provider, you must provide copies to the Training Office at KCO and then add it to your binder.

Reporting to Work

In the transportation industry, the success of a company depends significantly upon how close to an exact schedule it can keep. Furthermore, government regulations determine the minimum size of our crews and it is imperative the ship sails on time. Therefore, the unplanned absence of a crewmember will prevent the ship from sailing until a qualified replacement is found. Therefore, it is your responsibility to be on time and understand each assignment that you are scheduled for are called in to cover.

Scheduling is determined by operational requirements and the hours of work as outlined in the Collective Bargaining Agreement. Furthermore, crew change and watch hours will vary from ship to ship. You may call and get unlisted arrival times of vessels at 465-4646 in Juneau and at 225-6181 for a 24-hour recording of vessel times in Ketchikan. Be sure to note the difference between the time you need to report to work and the ship's schedule.

Crew lists are prepared and published each Friday at 2:00 PM (1400). It is your responsibility to confirm your work status and assignments for each week. This can be done by calling the dispatch office or checking the posted crew lists. The crew lists can be found at the KCO Dispatch Office, at each terminal or on the IBU website. If you have any questions about the assignment, it is your responsibility to ask the dispatcher for clarification. Failing to report for crew change on time could jeopardize your job.

Sample Crew List

The posted crew lists are important to understand. They tell you where and when to report as well as what position you are expected to report. The following sample is a crew list from the M/V Matanuska with pertinent details highlighted:

M/V Matanuska B					
Ketchikan Sunday 30-Mar-2014 @08:00					
Juneau Monday 31-Mar-2014 @08:00					
Position	Position No.			Port	Offside
Chief Purser	2725BBA	Ward, Debby		Ketchikan	Snook, Mary
SR Purser	2728BBA	<vacant>(OA)/Hail, Laurie	CTA	Juneau	Casidsid, Dell
JR Purser	2729BBA	Irving, Robin(OA)/Whelan, Michael	CTA	Juneau	Ireland, Jennifer
AB Bosun	2734BBA	Thomas, Ronald(OA)/Volk, Bruno	2/2	Juneau	Volk, Bruno
AB	2737BBA	Gray, Denise(OA)/Crouch, Thomas	CTA	Juneau	Gray, Denise
AB	2737BBB	Epton, Shawn		Juneau	Walli, Earling
AB	2737BBC	Transki, Paul		Ketchikan	Hamilton, Donald
AB	2737BBD	Lane, Frank		Ketchikan	McClennan, Wade
Ordinary Seaman	2745BBA	Johnson, Daniel(VAC)/Leegard, Conan	CTA	Ketchikan	Morrell, Jennifer
Ordinary Seaman	2745BBB	Peterson, Leo(OA)/Adamson, Edwin	2/2	Ketchikan	Adamson, Edwin
O/S Porter	2748BBA	Stephenson, Joshua		Juneau	Reed, Allan
O/S Porter	2748BBB	Calderon, Neil		Ketchikan	Meck, William
Watchman	2750BBA	Taylor, Jed		Ketchikan	Dalton, Christopher
Watchman	2750BBB	Nordlund, Geoffrey(VAC)/Lewis, Geraldine		Ketchikan	Weyhmiller, Michael
JR Engineer	2753BBA	<vacant>(oa)/Mitchell, John	CTA	Juneau	Troisfontaine, Francine
Oiler	2756BBA	Guthrie, Scott(OJ)/Guthrie, Scott	2/2	Ketchikan	Guthrie, Scott
Oiler	2756BBB	Sheppard, Patrick		Juneau	Rockwell, Enrique
Wiper	2760BBA	<vacant>(oa)/Diatta, Edouard	CTA	Juneau	Bailey, Paul
Chief Steward	2761BBA	Carrillo, Alex(oa)/Liberty, Virgil		Juneau	Yadao, Mauricio
Steward, 2nd	2764BBA	<vacant>(OA)/Rebustes, Homer		Juneau	Hyke, Steven
Storekeeper	2765BBA	Moskito, Romulo		Juneau	Cahill, Brian
Chief Cook	2766BBA	<vacant>(OA)/Soriano, Raul		Juneau	Lumba, Junnil
Cook, 2nd	2767BBA	<vacant>(OA)/Nguyen, Phuc		Juneau	Beck, Jacob
Cook, 2nd	2767BBB	Castillo, Rogelio		Juneau	Lumbab, Roland
A/2 Cook	2769BBA	Plinneke, Jami		Ketchikan	Callahan, Myra
A/2 Cook	2769BBB	Edillor, Peter (OA)/Edillor, Peter		Juneau	Peralta, Reynold
Gift Shop Operator	2772BBA	<vacant>(oa)/Boyd, Claudia		Ketchikan	Nathan, Kimberly
Cashier	2772BBB	Isaak, Jeanne(ND)/Watson, Marcia	CTA	Juneau	Manacio, Anthony
Bartender	2774BBA	Higbee, Landra(ND)/Robecker, Rachel		Ketchikan	Thomas, Matthew
Head Bedroom Steward	2776BBA	Caliwanagan, Antonio(VAC)/Graham, James		Ketchikan	Garcia, Henry
OMS	2777BBA	Broad, Melva(ND)/Weiser, Paula	CTA	Juneau	Agahona, Erlinda
CMS	2777BBB	Randall, Patricia		Juneau	Randall, Patricia
Dishwasher	2781BBA	Veter, Erin(OA)/Egner, Harry	CTA	Juneau	Malacas, Marnellie
NT Utility	2781BBB	<vacant>(OA)/Szabo, Wayne		Juneau	Lendrum, Ian
Steward	EXS1-483	<vacant>(OA)/Stephens, Glenn		Juneau	Burch, Kenneth
Steward	EXS2-483	<vacant>(OA)/Morato, Celestino		Juneau	Gregoratos, Katherine
Steward	EXS3-483	<vacant>(OA)/Davis, Andrew		Ketchikan	Harper, Cecil
Steward	EXS4-483	<vacant>(OA)/Orcutt, Danalee		Ketchikan	Hudson, Adam
Steward	EXS5-483	<vacant>(OA)/Blunt, Jessica		Ketchikan	Boyd, Patricia
Steward	EXS6-483	<vacant>(OA)/Boden, Annette		Ketchikan	Criswell, Brian

The following information is to help you better understand what the different parts of the crew list mean:

- Crew lists reflect the vessel name and crew at the top, followed by the scheduled crew change dates and time in each of the designated change ports. Times listed are based on the 24 hour clock, for example: 08:00 = 8:00 AM; 13:00 = 1:00 PM; 23:30 = 11:30 PM.
- The position / job to which each crew member is dispatched will be reflected in the far left column. Please note that at your supervisor's discretion, dispatched positions may change once you report for duty.
- The dispatched crew member required to report for duty is reflected in the center of the page with the name of the crew member they are replacing. The name BEFORE the acronyms and slash marks will be replaced and the name AFTER the acronyms and slash marks is dispatched (dispatched crew member is highlighted in the sample).
- The notations of (OA)/, (oa)/, (OJ)/, (ND)/, (vac)/ follow a name on the crew list and are used internally only. They indicate that the normal position holder is removed for one reason or another and that the position is being filled by the name following the slash mark. The reason a person has been relieved is considered confidential between the employee and the employer; therefore, these reasons are notated in a generic fashion on public documents.
- In accordance with the IBU contract travel rule 12 and the employee eligibility thresholds per IBU rule 4.01, CTA indicates that an airline ticket is being purchased for the person assigned to a port other than their regularly designated change port.
- In accordance with IBU rule 19.02, 1 / 2 indicates "week one of two" or 2 / 2 indicates "week two of two" for crew members working on an approved two-week work rotation.
- The port scheduled for the change of each position, and where the crew member is required to report, is listed under "Port".
- "Offside", on the far right of the page, is a reference list of crew coming off the vessel at the crew change. This is an internal reference list only and should not be confused with the on-coming scheduled crewmembers listed in the center of the page.

Seasonal Relief Employees

As a seasonal relief employee, your part in this organization is to fill in for regular employees on short notice. Therefore, it is your responsibility to remain available for your dispatcher. Your position could be considered seasonal / relief for the first 2 - 3 years, but demand for you may occur year round. You are entitled to take up to a week off after a full assignment, but if you want to take time off or determine that you cannot be available for the winter, you must complete and submit a Leave Without Pay (LWOP) request. Once it has been approved by the Dispatcher, you can become voluntarily unavailable for work.

Unable to Report for Work

If you know that you're going to be away from work, make sure that you advise the Dispatcher immediately:

DECK:	228-6814
ENGINE:	228-6804
PURSERS, SW & FAST FERRIES:	228-7296
STEWARDS & TURNAROUNDS:	228-6813
LICENSED OFFICERS:	228-7273

In most cases, a replacement must be found for your position and the sooner you let the dispatcher know, the sooner they can contact a relief employee. The priority is to keep the ship on schedule and operations going smoothly. Dispatch Offices are normally open 5 days a week, between 8:00 AM - 4:30 PM (0800 - 1630).

The dispatchers are on 24-hour call for emergencies, but if Dispatch can be notified during office hours that is preferable. There are some appropriate reasons to call after hours, such as: if you are an employee who is not going to make an assignment, you are a supervisor onboard looking for a replacement for someone getting off the vessel, you are a family member with a family emergency trying to get in touch with a crewmember at work, or the dispatcher has called you after hours and asked you to return their call.

Boarding a Vessel

Start each assignment by looking the part - If you look smart and behave efficiently like a professional, you will be treated like one. Furthermore, all AMHS employees are required to maintain a high standard of appearance. It is especially important during emergency situations for you to be visible to the passengers and other crewmembers. Stewards and Purser are to show up to work in uniform and your uniform may be worn when you are traveling to / from work. Keep in mind that when you are in the "public eye", your uniform makes you a representative of the AMHS. Please reference "Uniform Specifications" on page 12 for full details on the standards and requirements. Upon arrival to a vessel on change days, wait at the top of the ramp for the Purser before boarding any vessel.

Your ID Badge and TWIC card, displayed at chest level or on a lanyard, are required when boarding the ship and while on duty. However, this card cannot be issued until several weeks after you are first employed. Therefore, you will need to present your MMC to the purser on the ramp the first time you board a ship. The vessel will make a copy of your MMC for you to place in your ID holder. Until the permanent card is obtained, this temporary ID must be attached to your uniform jacket or on a lanyard at all times, when on duty.

All unlicensed crew members must present their MMC, TWIC and Documents Binder to the purser, then report to their department head to receive a job assignment and bunk card with fire / lifeboat duties. Please note, that new employees must first report to their supervisor and then to the Purser. When arriving at the Purser's counter, it is the duty of the crew to remain professional during check-in time. There will also be passengers in the area and they must be treated with the utmost respect and courtesy. To get the crew through the process in the most time efficient way possible, please stand in line, wait for your turn, and have all documents in order and ready for the purser.

Once the Purser reviews your documents, it will be their responsibility to check the boxes on the sign-in sheet and verify that they have examined your documents by initialing next to your name. The employee will only need to add their signature to the sign-on sheet - the Purser will take care of the rest. It is each crew member's responsibility to check in and have their documents examined at each and every crew change.

The Purser will report to the Captain once all crew is checked in. Should a crew member fail to present their documents before beginning their assignment, the Master will personally address the overdue crew member. It is required by the USCG that all crew be signed on before the ship sails and every effort will be made to ensure this happens at each and every crew change. Your organization and effort will help minimize potential delays.

Life Onboard

A ship is similar to a floating city where everyone onboard has duties, meal times, places to sleep, moments of peace and moments of stress. Furthermore, all onboard contribute to the isolated society complete with life rules and social order. It will be important for you to not only learn the specifics of your position, but also this unique lifestyle onboard.

Cleanliness is required and should be apparent in your daily presentation. This is also particularly important when you have a bunk mate. When in work status, you will have access to washers and dryers for laundry as well as bath facilities. It is encouraged that you keep clothing laundered and / or stored in your locker.

Meal Times

Meals are provided to you while onboard in work status and during regular meal hours. Your meals will also be provided while you are dead-heading to / from job assignments, but not during personal travel. The messes and lunchrooms are for the convenience of employees to take a break or relax out of the public eye, but visitors are not allowed. Please contribute to a pleasant atmosphere with respect to these areas.

Crew Meals (in Mess or Dining Room)		Passenger Meals	
Breakfast:	0515-0630	Breakfast:	0700-1030
Lunch:	1115-1230	Lunch:	1200-1600
Dinner:	1715-1830	Dinner:	1800-2100

If you see friends or relatives when you are on duty, welcome them aboard, but do not visit. Be professional by keeping contact brief and to the point. Answering questions, giving direction, and being friendly are encouraged behaviors. However, conversations of a personal nature and / or fraternizing with passengers is not acceptable. It is AMHS policy, as well as Federal Law, that passengers are not allowed into crew areas. Furthermore, crewmembers are not allowed into passenger areas unless they are actually performing their duties and are in uniform.

Departing from Work

Once your assignment is over, you should remove all dirty linens, blankets, towels and garbage from your room. Furthermore, you should clean the sink, shower, toilet, mirrors and windows. Place the dirty linens and trash in appropriate areas and place clean, folded linens on your bunk for your relief. If you are a cook, return any soiled coats to the storekeeper before disembarking the vessel.

Discipline

AMHS is proud of its employer / employee relationship and it is highly unlikely that there would ever be a need for disciplinary measures. You are joining one of the largest and most professional ferry fleets in the world and you need to be at your best. It will give your entire crew a sense of confidence to know that you are determined and will not let anything get in the way of doing a first-class job. Nobody likes to think about the possibility of discipline. However, it is important to remember that being a crewmember on board a ship is very different from having a shoreside job. Common sense and safety awareness must be practiced at all times.

Like any employer, AMHS has the authority to discipline its employees and most facets of discipline are covered in the Collective Bargaining Agreement. Under the current contract, Rule 34.02 states..."Certain offenses shall be grounds for immediate discharge including but not limited to: drinking alcoholic beverages or illegal use of drugs on board during an employee's work week; reporting to work under the influence; theft or willful destruction of state property; insubordination; excessive absenteeism; falsifying records; leaving the vessel without being properly relieved or without permission of the Department head..." In addition, employees can be terminated for failing to report to crew changes on time or for conducting inappropriate interactions with passengers such as rudeness or fraternization.

IMPORTANT POLICIES TO KNOW

Electronics and Cell Phone Use

It is expected that your time and attention while on duty is focused on the task at hand. The use of personal cell phones and electronic equipment such as iPods, MP3 players, etc. is strictly prohibited while you are on duty. The use of the above electronic equipment is strictly limited to your break time and only in crew areas and areas away from passengers and doorways. If you carry a cell phone while on duty, the ringer must be silenced. If you use your cell phone while on break, please do so in a polite manner so as not to disturb your co-workers or passengers.

Exceptions to this policy apply to individuals who work directly with KCO, vendors, or service technicians who must have cell phone contact in the course of performing their job.

Smoking

AMHS Smoking Policy is to provide its employees with an environment that is free from tobacco smoke. Smoking is not allowed in any of the interior spaces of AMHS vessels, including your stateroom and it must be confined to the designated outdoor smoking area. It is important for employees who smoke to understand that they must not allow smoke breaks to interfere with their assigned duties and that all breaks must be approved by your supervisor.

Americans with Disabilities Act

The Americans with Disabilities Act (ADA) of 1991 specifically mentions public transportation. It is our job to provide needed services to people with special requirements. If you are in doubt as to how to provide services or what services to provide, ask the person. Never try to assist a person with special needs without first determining what kind of assistance is required. Pushing a wheelchair when the occupant is not expecting it or grabbing a blind person's arm often causes more confusion than assistance; always ask how to provide assistance.

Drug Free Workplace

It is the policy of the State of Alaska to provide a drug free workplace. Any employee who unlawfully manufactures, distributes, dispenses, possesses, or uses a controlled substance in the workplace or during working hours is subject to disciplinary action up to and including dismissal. This is independent of any criminal action concerning the offense.

The State is committed to helping employees find resources for drug or alcohol counseling and rehabilitation. Substance abuse on State property, however, will not be tolerated. Employees are required to notify the employer no later than five calendar days following a conviction for any criminal drug offense occurring in the workplace. As a condition of employment, employees in agencies receiving federal grants covered by the Drug Free Workplace Act of 1988 must abide by the terms of this policy.

Alaska Marine Highway System is required by federal law to conduct drug and alcohol testing for safety-sensitive transportation employees. The following section is a brief synopsis of the AMHS Drug and Alcohol Policy.

AMHS Drug and Alcohol Policy

Alaska Marine Highway System (AMHS), State of Alaska, Department of Transportation & Public Facilities (DOT&PF) is committed to maintaining a safe and productive transportation system free of dangerous drugs and inappropriate alcohol use.

This policy is designed to outline the drug and alcohol standards and procedures required by federal law, which includes 33 CFR Part 95, 46 CFR Parts 4 and 16 pertaining to vessel crewmembers and 49 CFR Parts 40 and 655 pertaining to both crewmembers and terminal employees. The following conduct by AMHS employees is prohibited and will result in action up to and including termination if the outcome of a pre-disciplinary meeting supports a finding of prohibited conduct:

Unauthorized use, possession, manufacture, distribution, storage, or sale of a dangerous drug, controlled substance, or drug paraphernalia on an AMHS vessel, on AMHS property, or while on AMHS business.

1. Being present on any AMHS facility, vessel, or property; or reporting to work, working, attending training, or acting or appearing on behalf of the AMHS; or operating any state owned equipment while having an alcohol concentration of .02 Blood Alcohol Content (BAC) or greater, or having evidence of use of a controlled substance whose use is unauthorized.
2. Refusing to immediately submit to a drug or alcohol test when directed by the AMHS, a service agent, or any law enforcement official, in accordance with this testing policy.
3. Violating any criminal federal, state, or local drug or alcohol law or statute while on assignment or work duty.
4. Testing positive for drugs and / or alcohol in violation of this policy.
5. Refusing to test for drugs and / or alcohol in violation of this policy.
6. Tampering with, adulterating, altering, substituting, or otherwise obstructing any drug or alcohol testing process required under this policy.
7. Reporting to work or remaining on-duty while having an alcohol concentration of .02 (BAC) or greater, or in an impaired state, or under the influence of alcohol.
8. Consuming alcohol or having an alcohol concentration of .02 BAC or greater onboard any AMHS vessel or AMHS property, except when a "traveling employee." Note: A "Traveling Employee" is an employee who is riding on the vessel as a passenger, either by payment of their own fares, or by use of an annual pass.
9. Consuming alcohol within 8 hours of reporting for work / duty as an AMHS crewmember or terminal employee.
10. Reporting to work or remaining on duty while under the influence of an over-the-counter or prescription controlled substance. An employee will be removed from their safety-sensitive position if that substance adversely impacts the employee's ability to perform their duties. These decisions will be made by their immediate supervisor or the Designated Employee Representative (DER).
11. Failing to promptly report to their supervisor when they have reason to believe another employee is in an alcohol or drug influenced condition that may impair the employee's ability to perform job duties or may pose a hazard to the safety and welfare of others.

All vessel and terminal employees are required to read and understand the complete AMHS Drug and Alcohol Policy. If you have any questions regarding the AMHS Drug and Alcohol Policy, discuss it with your supervisor.

Harassment Policy

Administrative Order No. 81

In furtherance of the State of Alaska's commitment to human rights and equal employment opportunity, I, Bill Sheffield, Governor of the State of Alaska, under the authority granted by Article III of the Alaska Constitution and by Alaska Statute 44.17.060, hereby order the following as the policy and guidelines for the Executive Branch of Alaska State Government on discriminatory harassment and more specifically on sexual harassment. This Order amends and supplements Administrative Order No.75, the general policy on equal employment opportunity.

1. Statement of Policy

1.1 The Executive Branch of the State of Alaska, as an employer, will not tolerate, condone or permit any kind of harassment of employees or applicants for employment on the basis of their sex, color, race, religion, national origin, age, handicap, marital status, changes in marital status, pregnancy or parenthood. Such harassment is in direct violation of Federal and State law and is inconsistent with the State's policy on equal employment opportunity.

1.2 Persons who knowingly engage in or instigate such harassment will be subject to disciplinary actions which may lead to suspension and discharge. Additionally, managers and supervisors who knowingly permit harassment activity to occur without further action will be subject to disciplinary action. Where such prohibited activity is perpetrated by a non-employee, the State will take available and appropriate disciplinary action which may include, by way of example, loss of contract.

2. General Provisions

2.1 Scope: The policy and guidelines herein apply to all agencies, employees and applicants for employment within the Executive Branch of Alaska State Government.

2.2 Frivolous or Malicious Accusations: Persons making frivolous or malicious accusations of harassment may be subjected to disciplinary actions.

2.3 Management Activities: This Order is not intended to restrict bonafide activities such as reprimands, disciplinary actions and employee performance evaluations which are clearly within the scope of a supervisor's duties and responsibilities, and which serve a legitimate management purpose.

3. Definitions

3.1 Harassment: Unwanted communication and/or conduct by a supervisor, co-worker or non-employee in the workplace which adversely affects the employment relationship or working environment for the employee or applicant for employment and is based on the sex, race, religion, national origin, age, handicap, marital status, changes in marital status, pregnancy or parenthood of that individual. Harassment may include slurs, abusive language, threats, derogatory comments, unwelcome jokes, teasing and other such verbal or physical conduct.

3.2 Sexual harassment: Addressed and defined by the U.S. Equal Employment Opportunity Commission in the Federal Guidelines on Discrimination Because of Sex published on November 10, 1980, and codified as 29 CFR Section 1604.11, sexual harassment is defined as follows:

“(a) Harassment on the basis of sex is violation of Sec. 703 of Title VII. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.”

4. Guidelines for the Implementation of Policy

4.1 Responsibility for implementation:

(a) Overall responsibility for the administration of this order is delegated to the Director of the Division of Equal Employment Opportunity.

(b) All agency heads, managers and supervisors within the Executive Branch of State Government are responsible for taking immediate and appropriate corrective action where they have any knowledge of such prohibited practices. Such corrective actions should be taken only after consultation with the State Division of Equal Employment Opportunity.

4.2. Complaints:

(a) Employees believing they have been subjected to harassment should contact their department or agency's Equal Employment Opportunity Representative or the State Division of Equal Employment Opportunity.

(b) A complaint may be formally filed on the “Complaint of Discrimination Form” available through agency personnel offices and the State Division of Equal Employment Opportunity.

(c) The Division of Equal Employment Opportunity shall develop the appropriate administrative process to resolve harassment complaints.

(d) Any form of retaliation, reprisal or adverse action taken against an employee for complaining about, reporting, or cooperating in the investigation of such harassment is prohibited and will be dealt with severely. Such disciplinary action may include suspension and dismissal.

4.3 Dissemination of Policy:

(a) The policy is to be posted in the form provided in Appendix A of this order on all bulletin boards and at every facility and office within each department.

(b) It will be the responsibility of each agency head to ensure that copies of this policy are disseminated to all supervisory staff and that copies of this policy are included in all agency policy manuals and employee handbooks.

SAFETY AND SECURITY

AMHS has carried millions of passengers over the last 50 years, and the safety record for that time is outstanding. Safety at sea and in the terminals depends on every employee doing their part to keep it that way. In fact, the safety of your passengers and your fellow employees depends on your knowledge and compliance with safety procedures. The public relies on your knowledge of safety procedures when traveling onboard an AMHS vessel.

To be fully knowledgeable in the event of an emergency, pay close attention to your supervisor during your emergency duty training. Learn your duties, ask questions and make sure you know where emergency equipment is kept as well as how to use it. Fire as well as abandon ship drills are held weekly. You will be provided a station bill number when reporting to work. Avoid being rolled from your bunk in rough water or high seas by sleeping with your back to the wall. Note: Due to certain bulkheads that have encapsulated asbestos, do not remove or add any screws, nails, or tacks without checking with your supervisor.

If you have any concerns about employee safety, be sure to first talk them over with your Supervisor, who may be able to address the issue immediately. If your concerns are not satisfied, you may raise them with the Vessel Delegate. Any concern that you have about the safety of passengers should always be taken to your Supervisor immediately.

Accidents and Accident Reporting

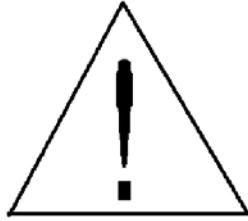
You should be aware of personal safety equipment such as safety vests, safety footwear, hearing protection, eye protection, etc. Your knowledge of safety procedures, accident awareness as well as the location and proper use of equipment could help prevent an accident. All injuries must be reported to your Supervisor or department head immediately. However, in every case where you or any other employee on duty is involved in an accident and receives injury, treatment will be provided by the Purser department. A report of occupational injury or illness must also be submitted at that time.

If you see, discover, or cause injury or damage to a member of the public, an employee, or any property (i.e. vehicle, ship, etc.) it is important to properly report it. When reporting an accident, it is important that you take the following steps:

1. Time can be critical - Notify the Chief Purser immediately if there is an injury.
2. Take appropriate action - Call your Supervisor and / or help at the scene by discovering and recording information.
3. If not completed in step 2, notify your immediate Supervisor as soon as possible.
4. If not completed in step 2, make sure that you record information as soon as possible. You should keep your notes in the event you are required to be a witness. This may be weeks or even months after the event.
5. Don't accept or assume responsibility for yourself or on behalf of AMHS for any injury or damage. However, be cooperative with all concerned.

If you have questions about safety, please ask your supervisor or contact the AMHS Safety Officer, in Ketchikan at (907) 228-7277.

NOTICE AMHS EMPLOYEE'S



Every injury, no matter how slight must be reported immediately

Accident Reporting

In order to comply with U.S. Coast Guard Regulations AMHS employees are required to report every injury; no matter how slight, it must be reported immediately.

Serious Marine Incident or Post-Accident Drug and Alcohol Testing:

The maritime industry accepts a certain amount of risk in its operations, and from time to time, accidents happen. Once all of the emergent concerns have been addressed, the marine employer (AMHS) must ensure that timely drug and alcohol testing is conducted.

When is Testing Required following an Accident?

The U.S. Coast Guard requires drug and alcohol testing for those personnel directly involved in a Serious Marine Incident. {reference 46 CFR 16.240, 46 CFR 4.06-5} A Serious Marine Incident, is any reportable marine casualty {reference 46 CFR 4.03-1} that results, **or**, in the marine employer's estimation **may result**, in any of the following:

1. One or more fatalities
- 2. An injury to a crewmember, passenger, or other person which requires professional medical treatment beyond first aid and, in the case of a person employed on board a vessel in commercial service, which renders the individual unfit to perform routine vessel duties**
3. Property damage in excess of \$100,000
4. Actual or constructive total loss of any inspected vessel
5. Actual or constructive total loss of any self-propelled uninspected vessel of 100 gross tons or more.
6. A discharge of oil into a navigable water excess of 10,000 gallons.
7. A release of a Hazardous Substance greater than or equal to its reportable quantity into a navigable water, whether from a casualty or not.

What are the Penalties of Non-compliance?

The Coast Guard is authorized to suspend licenses and operating papers of individuals found not to be in compliance with the drug testing rule, and issue fines of \$5500 per day to non-compliant firms. In case of a marine accident, a firm or individual not in compliance with a Coast Guard regulation can be deemed automatically responsible under admiralty law.

Additionally, failure of an employee to report an accident/injury at the time of occurrence (no matter how slight) may result in disciplinary action and/or termination.

AMHS Security Team

Security against the threat of terrorist attacks has become a major feature of maritime transportation since the terrorist attacks in the United States on September 11, 2001. Federal regulations have been established that require security plans and the establishment of formal security procedures for AMHS. Security measures have been put in place to assist in the process of detecting and deterring terrorist activities on our vessels and at our terminal facilities. However, it is our employees that make up the most significant and effective element of the AMHS security system. As a part of the security team, you are required to obtain proper government issued identification (i.e. State ID, TWIC, USCG MMC with STCW Security Endorsements) to function as an effective part of the team.

As a new employee, you will be introduced to basic security procedures for our vessels and terminals as well as additional training for those with specific assigned security duties. To become an effective member of the overall AMHS “security team” of employees, you will be encouraged to remain alert, trained, and proactive while observing what is going on around you. Everyone has a responsibility to maintain security - Do your part to remain alert and aware in order to help ensure safety and security. Your fellow co-workers and the passengers who ride on the ferries will be depending on you.

International Safety Management Code

The International Safety Management (ISM) Code provides an international standard for the safe management and operation of ships and for pollution prevention. The ISM Code requires that the ship's owner (State of Alaska - AMHS) establish safety objectives that ensure safety at sea, prevention of human injury or loss of life, and avoidance of damage to the environment, in particular to the marine environment and to property. The full text of the ISM Code can be found at: www.imo.org/Safety/mainframe.asp?topic_id=478

Application of the ISM Code should support and encourage the development of a safety culture. An appropriate organization of management, ashore and on board, is needed to ensure adequate standards of safety. A systematic approach to management by those responsible for management of ships therefore requires the implementation of a Safety Management System (SMS) with the following objectives:

1. Provide for safe practices in ship operation and a safe working environment.
2. Establish safeguards against all identified risks.
3. Continuously improve safety management skills of personnel ashore and aboard ships, including preparing for emergencies related both to safety and environmental protection.
4. Comply with mandatory rules and regulations.
5. Consider applicable codes, guidelines, and standards recommended by marine safety organizations, the government of the state under which the ship is flagged (or an authorized organization acting on their behalf), the classification societies, and the maritime industry organizations.
6. Provide adequate resources and shore-based support to enable the Designated Person Ashore (DPA) to carry out these functions.

Upon implementation of the SMS, the government of the state under which the ship is flagged (or an authorized organization acting on their behalf) must verify that the SMS complies with the requirements as stipulated in the ISM Code, as well as verify compliance with mandatory rules and regulations. Upon verification of compliance with the requirements of the ISM Code, a Document of Compliance (DOC) is issued to the ship's owner (State of Alaska – AMHS) and a Safety Management Certificate (SMC) is issued to each ship.

The manuals of our SMS are published on CD-ROM and are issued to the Master of each vessel. Some AMHS vessels keep a copy of these manuals on the vessel computer in a public directory for employee access. The SMS consists of the following manuals:

- Vol. 1 Safety Management Manual
- Vol. 2 Procedures Manual
- Vol. 3 Contingency Plan
- Vol. 4 Crew Safety Training Manual
- Vol. 5 Occupational Safety & Health Manual
- Vol. 6 Bridge Practices Manual
- Vol. 7 Ship Operations Manual
- Vol. 8 Operational Checklists and Forms
- Vol. 9 Cargo Handling Manual
- Vol. 10 Ship Emergency Manual
- Vol. 11 Emergency Checklists and Forms
- Vol. 12 High Speed Craft Specific

The SMS is dynamic in nature and occasionally modified to reflect new requirements of day-to-day operations or external regulations. The SMS is implemented to meet documented objectives but is also designed to provide guidance on safety, security, environmental, or other issues deemed necessary by AMHS management. The implementation, control, and maintenance of the SMS are in a controlled manner and are supported by documentation in order to meet specified requirements of the ISM Code and other regulatory requirements.

Designated Person Ashore

The ISM Code requires the designation of an individual to act as a liaison between the ship and the company. The Designated Person Ashore (DPA) duties are to ensure the safe operation of each ship and to provide a link between the company (State of Alaska - AMHS) and those on board the vessels. Furthermore, the distribution of controlled copies of the SMS is maintained throughout the fleet. The updating and distribution of Manuals is the responsibility of the DPA.

Safety and pollution prevention concerns should be addressed through your chain of command with your supervisor. However, if safety of passengers, crew, the ship, or pollution prevention issues are not addressed or resolved, the employee has the right and duty to contact the DPA.

Mr. William "Butch" Miller is the AMHS DPA and his contact information is listed below:

E-mail: william.miller@alaska.gov
Work: 907-228-7278
Cell: 907-617-0973

If for any reason Mr. Miller is unable to be contacted, please call the KCO reception desk at 907-228-7255.

APPENDIX I

Passenger Services Training

- **Steward Class Specification**
- **Junior Assistant Purser Class Specification**
- **Training Courses**
- **Customer Service Training**
- **Questions Passengers Will Ask**
- **Know Your Route**

STEWARD CLASS SPECIFICATION

Definition: Under supervision of the Chief Steward or designee, the employee performs a variety of housekeeping, cleaning and / or galley duties aboard the vessels of the Alaska Marine Highway System.

Examples of Duties

1. Assist in maintaining security of the vessel. Maintain awareness of vessel and lot security. Report any suspicious activity or threats immediately.
2. Work with traveling public. Respond to and assists with customer needs. Answer service calls from Purser.
3. Galley: wash dishes, pots, and pans; stock snack bar line; assist with dishing up hot cereal and bussing tables; clean and operate various galley equipment; sweep, mop, and vacuum all areas, as needed; clean and make up staterooms, restrooms, and all public areas; stow linen – clean and / or dirty; stock rental towels, blankets, and pillows; stock restrooms on all decks.
4. Load stores / assist in stock handling; atow trash.
5. Possible assignment to work as Officer's Bedroom: clean the rooms assigned to licensed personnel aboard the vessels; maintain crew heads and showers.
6. Possible assignment to work as Dishwasher: clean and sanitize crockery, glasses, silverware, and trays; drains and cleans dishwasher; keep dishwasher and scullery counter clean and orderly; sweep and mop galley.
7. Possible assignment to work as the Night Utility: working the night shift; sweep and mop bar; clean tables and empty trash; vacuum boat deck; make up staterooms in port at night, as needed; make wake up calls before port arrivals; clean heads and showers.
8. Other duties as assigned by the Chief Steward or designee.

Knowledge and Skills

Required Knowledge

- Working knowledge of vessel and lot security procedures
- Working knowledge of safe handling of cleaning products and machinery
- Working knowledge of health and sanitation practices
- Excellent knowledge and understanding of the English language

Required Skills

- General vessel security
- The English language
- Performing in-depth cleaning duties
- Working with the traveling public and being responsive to their needs

Minimum Qualifications

- Possession of a valid USCG Merchant Mariners Credential (MMC) with Food Handler
- Transportation Workers Identification Card (TWIC)
- Current Basic Safety Training (BST) Certification
- Passenger RO / RO Certification: with Crowd Management and Vessel Specific Familiarization Training
- Equal Employment Opportunity (EEO) Certification
- Employee Handbook review and signoff
- Food Worker Card
- Basic Hazardous Communication Training (HCT) Curriculum (completed within 60 days of first dispatch)
- Security 001 (obtained within 60 days of first dispatch)
- Proficiency in Survival Craft (PSC) certificate and STCW-95 Certificate endorsed with PSC
 - Encouraged to obtain within 6 months of satisfying US Coast Guard required sea time
 - Required within 1 year of completing required sea time
- Employee Drug & Alcohol Policy review and sign-off
- STCW Security Awareness and Basic Safety Training

Special Requirements: In addition to above MQ's, bid positions for Night Utility, Dishwasher and / or Officer's Bedroom, valid Marine Evacuation System Certification is also required.

Demonstrated Ability

- Present a neat and professional appearance at all times
- Work with the public and be a positive representative of the State of Alaska
- Assist in the maintenance of vessel security
- Speak and understand the English language (Required for performing the general duties of this position and during an emergency aboard ship)
- Perform strenuous work for extended periods of time
- Perform physical duties required in the Steward's Department
- Load and unload stores
- Take direction from supervisors
- Respond calmly to an emergency situation, maintaining the confidence of the traveling public
- Perform all emergency watch, quarter, and station bill assignments
- Work independently to finish assigned tasks
- Establish and maintain cooperative relationship with shipmates

JUNIOR ASSISTANT PURSER CLASS SPECIFICATION

Definition: Under the supervision of the Chief Purser and Senior Assistant Purser, assists in executing the administrative, Public Relations, and accounting functions aboard a vessel of the Alaska Marine Highway System.

Examples of Duties

1. Assists in passenger services including, but not limited to, the following: ticketing when necessary; car deck calls; pillow, blanket and towel rentals; inter-ship communications; passenger information; stateroom rentals; receiving, logging and / or routing maintenance problems; lost and found; dispatching service requests; announcing and paging; insuring shipboard security regulations are observed; responding to passenger needs.
2. Receives tickets at each port, insuring passengers and vehicles are properly ticketed prior to boarding.
3. Assist in maintaining security of the vessel: check photo ID of all passengers; maintain awareness of lot security; ensure that all visitors are escorted by active crew member; monitor car deck ramp; report any suspicious activity or threats immediately.
4. May handle sign-on duties on crew change day: ensure that employees have received their work assignment and emergency card; reviews Merchant Mariners Document and STCWs to check validity; updates personnel card, as appropriate; ensures that Hazardous Communication Training and Vessel Familiarization is current for all crewmembers.
5. Prepare draws, enter them on register and post on employee's timesheet.
6. Assist in personnel functions aboard the vessel: prepare crew lists; prepare and audit employee timesheets; ensure that proper personnel forms have been completed by employees and submitted to the proper office; perform maintenance of employee files.
7. Assists with the accounting functions for the vessel: receive cash from the Steward's Department as well as from stateroom rentals and ticket sales; balances all accounts and prepares fiscal and accounting reports; assist with the management of a petty cash fund.
8. Handle passenger procedures during disembarking or embarking.
9. Coordinate passenger and vehicle loading or unloading with the Chief Mate.
10. Maintain a traffic report on a port-to-port basis and finalize at the end of each trip: review and coordinate with Steward's department to submit report, requisitions, cash, personnel actions, passenger complaints, health and safety issues, management information, and other pertinent issues to JCO.
11. Administer first aid to crewmembers and passengers; cleans and straightens First Aid room.
12. Assist in the preparation of United States Coast Guard and Custom reports and forms for the vessel Captain.
13. Perform other administrative duties as assigned.

Knowledge and Skills

Required Skills: Working with the traveling public and being responsive to their needs; general vessel security; public relations and handling passenger complaints; comprehensive keyboarding and computer skills in word processing and data spreadsheets; basic bookkeeping; speak and understand the English language.

Required Knowledge: Working knowledge in the principles and methods of office management, business accounting, correspondence, inventory control, and the fundamentals of supervision; accounting principles and inventory control; timekeeping manual and union contracts; maps and various bus, train, ferry, and airline schedules (including access to); general knowledge of various forms; Union Contracts, EEO principles, and guidelines; State policies and procedures for cash handling; U.S. and Canadian Customs and Immigration laws. Extensive knowledge of vessel and lot security procedures; shipboard health and safety issues and Coast Guard required training; advanced First Aid procedures; understanding the English language.

Minimum Qualifications: Possession of a valid USCG MMC, TWIC, High School Diploma or GED, current BST Certification, Standards of Training, Certification, and Watchkeeping for Seafarers (STCW-95) endorsed for the PSC, Passenger RO / RO Certification including Crowd Management, Crisis Management, and Vessel Specific Familiarization Training, EEO Certification, Computer Skills Certificate, Basic HCT Curriculum, Current ETT Certificate, Security 001, 101, and 201 (web based training) and a STCW Vessel Personnel with Security Duties (VPDSD) & Security Awareness (SA). Posses an ability to read and define the SOLAS safety announcement. Review and signoff of "Employee Handbook". Obtain a Purser Training Certificate and Letter of Intent.

Special Requirements: In addition to the MQ's, position bids must also include Marine Evacuation System Certification, Certificate of Registry for Junior Assistant Purser, 2016 hours (approximately 1 year) of employment with AMHS, and Supervisors Signs & Symptoms Training (Recognizing drug and alcohol use in the workplace).

Demonstrated Ability

To be considered for this position, an employee must demonstrate their interest and ability to advance. These abilities include the following: present a professional image to enlist cooperation of passengers; assist in the maintenance of vessel security; organize data and files; administer First Aid; speak and understand the English language as required; work well with the public and be a positive representative of the State of Alaska; organize, plan, and direct workflow, set priorities, and coordinate the work activities of various work areas; analyze situations accurately and take prompt, effective action; establish and maintain cooperative relationship with shipmates; Respond calmly to an emergency situation, maintaining the confidence of the traveling public; perform the physical duties required of the position.

Perform all emergency watch, quarter, and station bill assignments; operate standard office machines and computer software including word processing and spreadsheets; compose correspondence, make mathematical calculations, prepare clear, concise and comprehensive reports, and keep complex records.

After expressing interest in the position, an employee must then sign up to attend "New Purser Training" with the Passenger Services Section. Persons will be selected to attend based on 1) company seniority points and 2) date order of the sign up. Persons outside the Purser's Department will attend training on their own time and will provide their own lodging. Next, request in writing to the Passenger Services Section, an interest in job shadowing, suggesting the vessel and dates you would like to travel. All efforts will be made to accommodate your request and they will be made based on 1) availability on the ferry 2) no other requests for job shadows during that vessel sailing / times and 3) management's need to ensure shadowing covers all necessary skills. Once approved, at least two (2) seven-day job-shadowing trips must occur, on different vessels with different Chief Purser. Additional shadowing trips may be necessary if the written evaluation supplied by the Purser aboard the vessel indicates the individual does not satisfactorily show the ability to perform the Purser job. Finally, you must supply the Passenger Services Section with three (3) copies of recommendation letters from AMHS Employees: one (1) from a Vessel Master and two (2) from Department Heads or Supervisors.

TRAINING COURSES

BST and several other types of training are required for various positions. As your maritime career advances, it is important to understand that some of these courses will be paid for by AMHS while others will not. Furthermore, AMHS required courses may be offered in Ketchikan, Juneau or at AVTEC in Seward. This training will demand at least 4-5 days of compensated time. If you have questions about training, please ask your supervisor or contact the Training Specialist at in person KCO or by phone at 907-228-7254.

Computer Based Training (CBT) is available through the computer based program called the AMHS Learning Portal. Instructions on how to use the Learning Portal are located in Appendix II. Chapter scores and certificates of completion obtained from the AMHS Learning Portal are accessed directly at KCO.

All new-hire stewards must complete a series of courses in two (2) phases:

Computer Based Training (CBT) via web access on the AMHS Learning Portal

- PAX RO / RO Vessel Familiarization (Must be completed prior to BST)
- AMHS ADA training: "Passengers with special needs"
- Introduction to Hazardous Goods (HAZMAT), "Documentation"

Orientation & Classroom Presentations

- New Hire Orientation
- Hazardous Communication Training (HCT)
- A Respectful Workplace (EEO / Preventing Sexual Harassment)
- PAX RO / RO Crowd Management
- Introduction to Security, Drug and Alcohol Presentation by Worksafe
- Alcohol Management Course (TAMS) - **Optional**

CUSTOMER SERVICE TRAINING

Customer Service is vital and a positive attitude about the safety and care of our passengers is the most important part of your job. Passengers will form opinions about the entire system, positively or negatively, based on the interaction they have with employees. For this reason, what you do and say is very important.

Exceptional Customer Service

Exceeding customer expectations must be the priority of every crewmember. You are expected to consistently improve today what you did yesterday. Your mission is total commitment to quality in every phase of the customer service process. An improvement process means that we are all in a race without a finish – pursuing steady improvement with every step. You will be amazed at how smiling to your passengers will result in positive feelings that make your job easier and more enjoyable.

Dissatisfied Customers

There will be times when a customer becomes unhappy with their service or situation. Often times, there are other impacts on this person's life that are influencing their attitude or mood. However, there are plenty of times when an opportunity arises for you to provide exceptional customer service. The following steps will help get to the root of each challenge:

- Remain Calm
- Be Polite
- Listen Carefully
- Take Reasonable Action Steps
- Never Argue; Avoid Heated Discussions
- Always Report Incident to either the Chief Steward or Chief Purser

If you are unable to come to a solution together, refer the matter to your Supervisor. A passenger comment form is available for passengers that cannot be satisfied with you and / or your supervisors response and / or are determined to take the matter further.

Customer Service Preparedness

Passengers will generally have a lot of question and they will naturally expect you to answer each and every one. Learning these answers will make your job a lot easier, but it is still okay to say "I don't know" rather than make a false statement. If you are unsure of the answer to a question, refer the question to the Purser or a senior crewmember. In addition to information, knowledge of where things are located is also helpful. Your passengers will need to know the location of various facilities and you will need to know where to direct them. Find out where these frequently sought services are located on each ship or at each terminal and make a note of them:

- Baggage and Handicapped Facilities
- Baby Changing Facilities
- Wheelchairs and Elevators
- Food Services and Dispensers
- Bus Services to Downtown
- Tourist Brochures and Maps
- Vending Machines and Lockers
- Bill Changing Machines
- Chief Steward and Purser Offices
- Solarium

Emergency and First Aid

These facilities are not a service every passenger will want or need; However, it will be crucial in the event of an emergency to take note and locate as well as familiarize yourself with the following locations:

- Escape routes and emergency stations
- Location of fire alarms
- Location and use of fire-fighting equipment
- Location of muster stations
- Location and use of automatic doors
- Emergency gear and lockers
- Bunk cards: know where to go and what to do
- First Aid room and major equipment (i.e. Stretchers)

PASSENGER FAQ

1. **What is our arrival time?** _____
2. **What is our sailing time?** _____
3. **Where are the washrooms?** _____
4. **Where are the brochure racks?** _____
5. **What's good on the menu?** _____
6. **Where can I find information on visitor information?** _____
7. **Where are the hotels and motels?** _____
8. **Where are the Vending Machines?** _____
9. **Are there buses / taxis available at the terminal?** _____
10. **What kind of engines does this ship have?** _____
11. **How many cars does the ferry carry?** _____
12. **How far is it from the terminal to town?** _____
13. **How many life jackets are carried on board?** One for every passenger and crewmember
14. **Are there sufficient lifeboats and life rafts?** Yes
15. **Can I take my animal onto the passenger deck?** Only certified service animals are allowed
16. **Can I take my bike onto the passenger deck?** No, bicycles must stay on the vehicle deck
17. **Why are the black screens on the windows?** To protect the bridge from blinding light and to assure navigation lights can be seen by other vessels
18. **Where is the bar?** The bar is located on the Boat Deck
19. **What is the busy season?** Summer
20. **Are we allowed to see the bridge?** USCG regulations do not allow visitors on the bridge
21. **Are we allowed to see the engine room?** Visitors are not allowed to visit the engine room
22. **Can foot passengers have baggage taken aboard?** A luggage cart is furnished at the terminal and passengers must load / unload themselves
23. **Can I take my pet to my room?** Only certified service animal are allowed and they must be approved by the Purser.

ROUTE FAMILIARIZATION

Understanding where things are located and what is available for passengers is a great starting point, but it will also be helpful for you to know the route your vessel is sailing. With this information, you will be able to serve passengers better. It will be helpful to make notes on the following facts:

City / Village: _____

Distance in miles: _____ In time: _____

Points of Interest:

Historical Notes:

City / Village: _____

Distance in miles: _____ In time: _____

Points of Interest:

Historical Notes:

City / Village: _____

Distance in miles: _____ In time: _____

Points of Interest:

Historical Notes:

City / Village: _____

Distance in miles: _____ In time: _____

Points of Interest:

Historical Notes:

Vessels Serving Route:

Vessels Serving System:

Other System Communities:

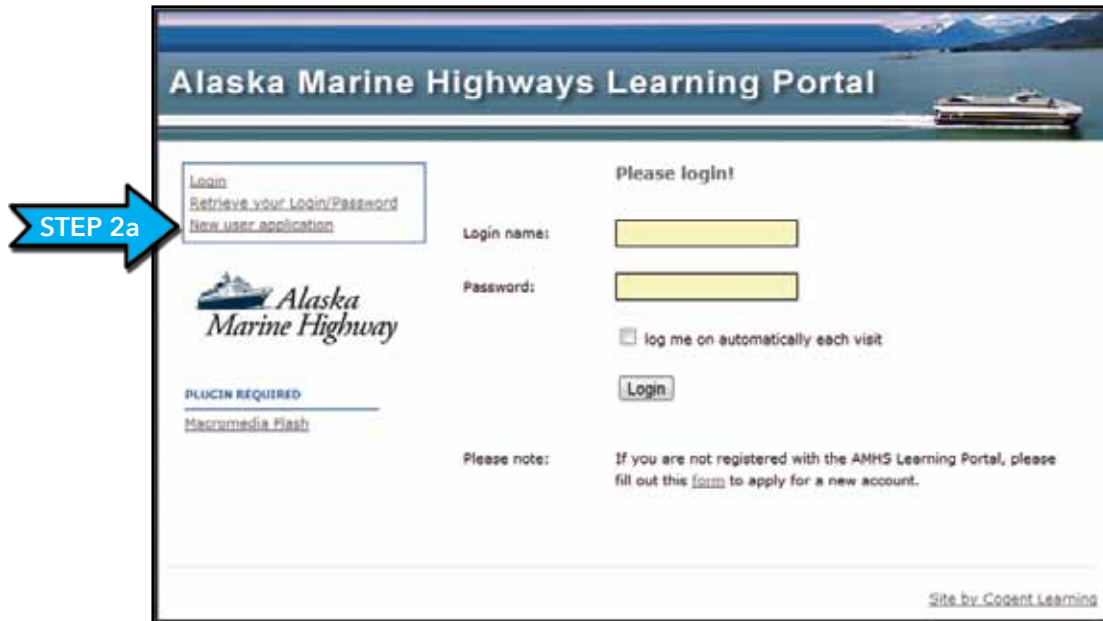
APPENDIX II

AMHS Learning Portal Instructions

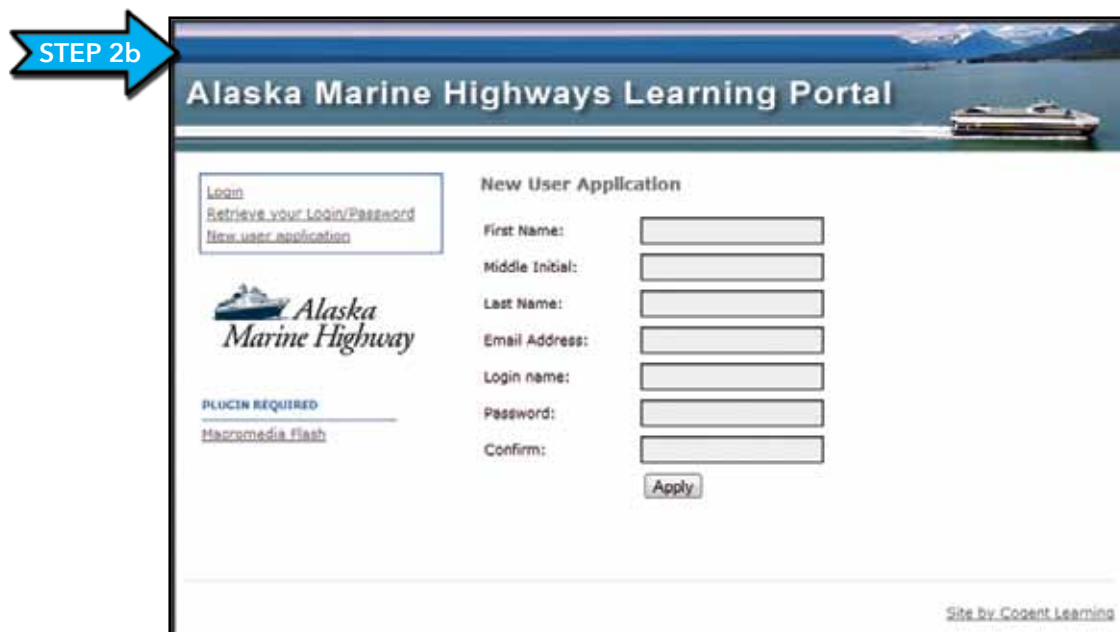
- **Account Set Up and Login**
- **Getting Started**
- **Other Resources**

AMHS LEARNING PORTAL INSTRUCTIONS

- 1. Accessing the AMHS Learning Portal:** Login on to the AMHS Learning Portal Website
 - a. Navigate directly to site > <http://www.amhslearningportal.alaska.gov/>
 - b. Navigate through FerryAlaska.com > AMHS Internal Resources > Training Tools> AMHS Learning Portal
- 2. Create an Account and Login**
 - a. Select the "New User Application" link in the upper left-hand box



- b. The New User Application screen appears
- c. The Login name and Password are self-assigned
- d. Login name: Use your first and middle initials, followed by your last name (all lower-case) EX: jsmith



- e. Password: Type in the password of your choice, it can even be your login name
- f. Click the "Apply" button
- g. "Your application has been submitted" will appear and you will return to login page

Alaska Marine Highways Learning Portal

[Login](#)
[Retrieve your Login/Password](#)
[New user application](#)

New User Application

First Name:
 Middle Initial:
 Last Name:
 Email Address:
 Login name:
 Password:
 Confirm:

Alaska Marine Highway

PLUGIN REQUIRED
 Macromedia Flash

Site by Cogent Learning

- h. Enter your Login name and Password
- i. Click the "Login" button

Alaska Marine Highways Learning Portal

[Login](#)
[Retrieve your Login/Password](#)
[New user application](#)

Please login!

Login name:
 Password:
 log me on automatically each visit

Alaska Marine Highway

PLUGIN REQUIRED
 Macromedia Flash

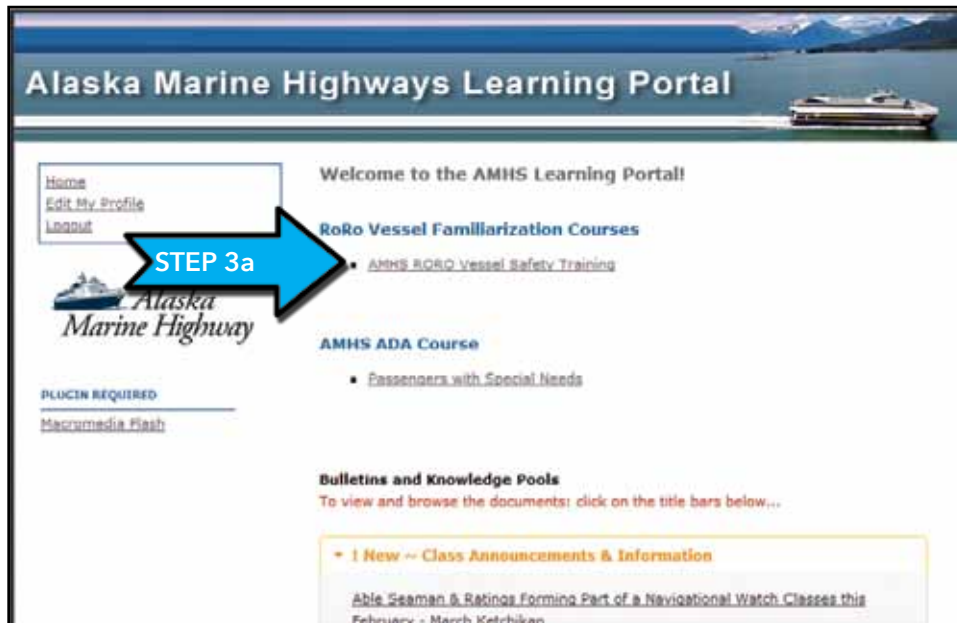
Please note: If you are not registered with the AMHS Learning Portal, please fill out this [form](#) to apply for a new account.

Site by Cogent Learning

Note: You may need to install the Adobe Flash plugin to use this application, see the link on the left side of the login screen. Additionally, you may need to turn off any pop-up blocker (select "Tools" on your address bar).

3. Accessing the RORO Vessel Familiarization Course

a. Select "click here to select a course," you will see the course selection screen



b. Select the first course, "Vessel Specific Safety Training"

c. Then select the first chapter in the course, "The Ship."



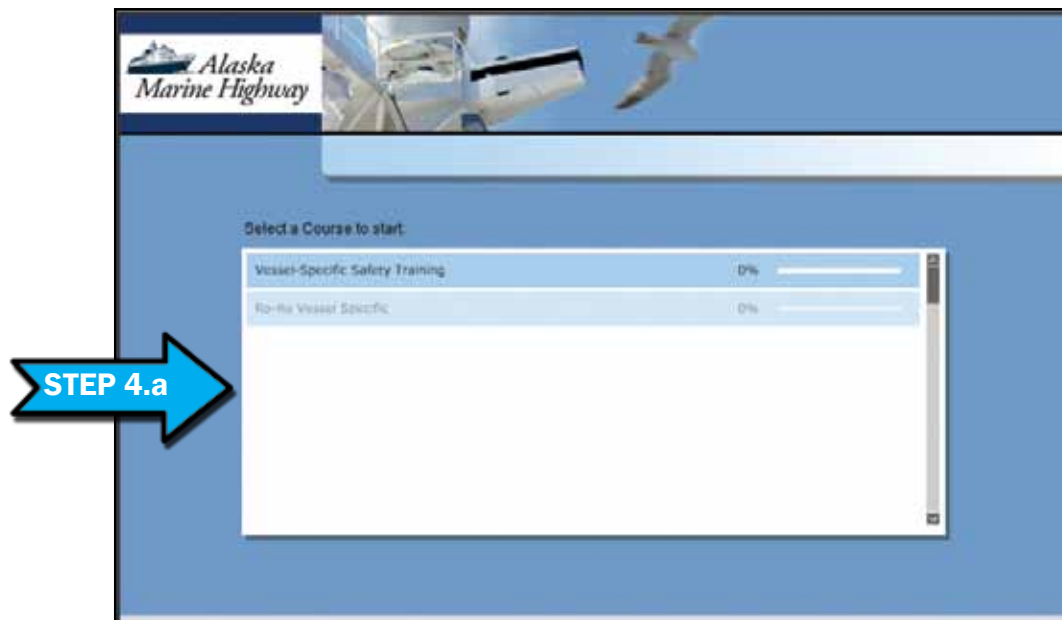
Note: Complete each chapter consecutively. Use the arrow keys on the right-hand side of the chapter selection box to scroll down to other chapters. Once you have completed all of the chapters in the Vessel-Specific Safety Training course, the RORO Vessel Specific course will be accessible.

d. Notice that the final chapter in the course is "Escape Routes/ Emergency Exit"



4. **Select the RORO Vessel Specific Course to complete the process**

- Repeat the process beginning with the chapter "Passengers With Special Needs," and ending with "Monitoring"
- When you have completed all of the chapters in both courses the progress bars will show 100% complete

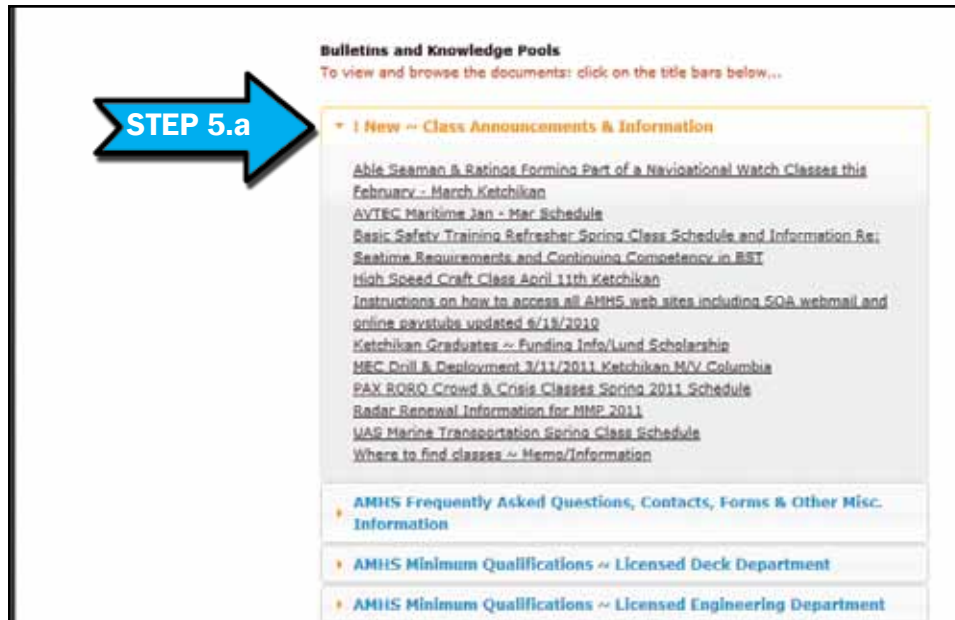


Note: Your results will be monitored and accessed at Ketchikan Central Office (KCO). A certificate of completion will be issued to you from the Training department at KCO. **IMPORTANT:** You will receive a packet containing all of your new-hire certificates, this will be discussed in detail at your new-hire orientation.

5. Accessing other information on the AMHS Learning Portal

- Information is listed by topic (For Example: see "New ~ Class Announcements & Information")
- Select a heading to see a list of bulletins, links, and crew lists indicating what is on file (or not) at KCO
- When a link is posted to an outside course, you must submit copies of your certificates to KCO

Additional Information



- Did you forget your Login name or Password? If you forget your Login name or password select the "Retrieve Login/Password" link in the upper left-hand box of the Learning Portal home page.
- Are you interested in training outside of AMHS? Links can be found on the Learning Portal to the State of Alaska Division of Personnel site "Train Alaska" as well as outside training partners (i.e. UAS, AVTEC & USCG)
- Trying to contact someone? The AMHS DOT/DOP contact numbers including Payroll & KCO staff and Seatime Clerk contact information are available through the Learning Portal.
- Interested in advancing your career with AMHS? The MQ's for each shipboard position are available through the Learning Portal.
- Frequently asked questions on the Learning Portal include "How to bid for a job" and "Marine Evacuation System Drills and Deployments".

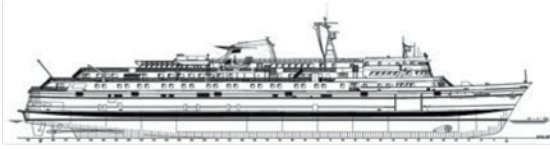
TRAINING NOTES

APPENDIX III

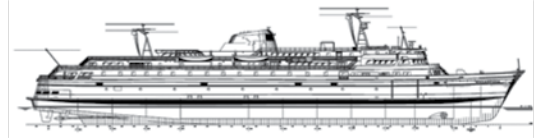
Vessel Specifications

- **Vessel Profiles**
- **Vessel Chain of Command**
- **Vessel Information Table**
- **Vessel Engine and Powerplant Data**

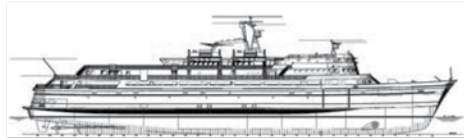
VESSEL PROFILES



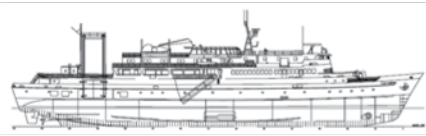
M/V Matanuska
408 feet
Built 1963



M/V Malaspina
408 feet
Built 1963



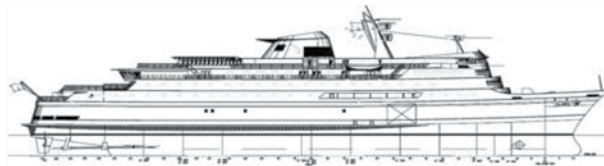
M/V Taku
352 feet
Built 1963



M/V Tustumena
296 feet
Built 1964



M/V Lituya
181 feet
Built 2004



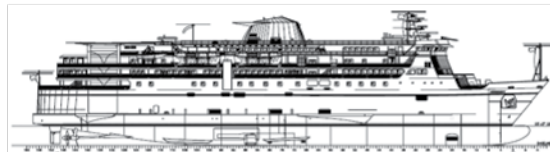
M/V Columbia
418 feet
Built 1974



M/V LeConte
235 feet
Built 1974



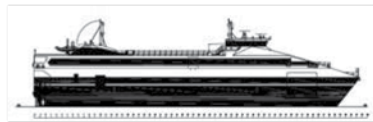
M/V Aurora
235 feet
Built 1977



M/V Kennicott
382 feet
Built 1998



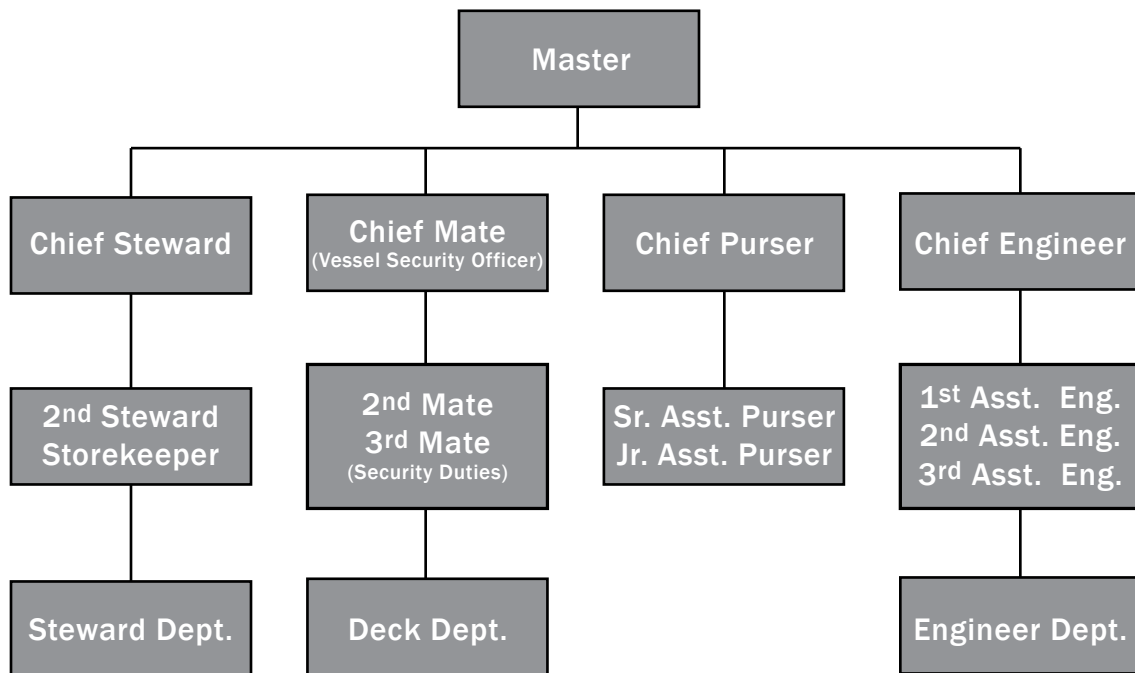
FVF Fairweather
235 feet
Built 2004



FVF Chenega
235 feet
Built 2005

VESSEL CHAIN OF COMMAND

Your position involves being assigned to a ship. You should learn the name of the vessel's Master and your Department Supervisor. The chain-of-command diagram below will show you who is responsible on a day-to-day operational basis.



VESSEL INFORMATION TABLE

	MATANUSKA	MALASPINA	TAKU	TUSTUMENA	COLUMBIA	LECONTE	AURORA	KENNICOTT	LITUYA	FAIRWEATHER	CHENEGA
Date Built	1963	1963	1963	1964	1974	1974	1977	1998	2004	2004	2005
Length (feet)	408	408	352	296	418	235	235	382	193	235	235
Beam (feet)	74	74	74	59	85	57	57	85	50	60	60
Displacement (long tons)	5,569	5,552	4,283	3,067	7,683	2,132	2,132	7,503	647	787	787
Loaded Draft (feet-inches)	16'-11 5/8"	16'-11 3/8"	16'-11"	14'-4 1/2"	17'-6 1/8"	13'-10 7/8"	13'-10 7/8"	17'-6"	10'-6"	8'-6"	8'-6"
International Tonnage: Gross	9,214	9,121	7,302	4,529	13,009	3,124	3,124	12,635	n/a	3,442	3,420
(cubic capacity) Net	3,824	3,667	2,496	1,451	4,932	987	987	3,790	n/a	1,032	1,026
Domestic Tonnage: Gross	3,029	2,928	2,624	2,174	3,946	1,328	1,280	9,978	99	1,280	1,333
(cubic capacity) Net	1,235	1,253	1,494	898	2,683	566	453	7,354	66	870	827
Horsepower @ Service Speed	7,400	8,000	8,122	5,100	12,350	4,300	4,300	13,380	2,000	15,360	15,360
Service Speed (knots)	16.5	16.5	16.5	13.8	17.3	14.5	14.5	16.8	11.5	32	32
Fuel Use (Gallons/hour)	234	270	253	151	397	188	190	354	55	600	600
Crew Capacity	57	59	43	37	86	24	24	52	5	10	10
Passenger Capacity	499	499	370	174	600	247	300	499	149	250	250
Staterooms - 4 berth	6	45	6	6	44	n/a	n/a	46	n/a	n/a	n/a
Staterooms - 3 berth	20	0	0	0	0	n/a	n/a	0	n/a	n/a	n/a
Staterooms - 2 berth	79	26	32	17	56	n/a	n/a	56	n/a	n/a	n/a
ADA Staterooms (4 b)	0	0	0	0	0	n/a	n/a	3	n/a	n/a	n/a
ADA Staterooms (2 b)	1	1	2	1	3	n/a	n/a	2	n/a	n/a	n/a
Total Staterooms	106	72	40	24	103	0	0	109	0	0	0
Total Berths	247	238	106	68	294	n/a	n/a	320	0	0	0
Vehicle Capacity (lane-ft.)	1,760	1,760	1,380	720	2,680	680	680	1,600	360	720	720
(Qty of 20 foot vehicles)	88	88	69	36	134	34	34	80	18	36	36
Van Capacity - Booking Limit	10	20	7	6	21	8	8	17	2	2	3

VESSEL ENGINE AND POWERPLANT DATA

	Columbia	Matanuska	Malaspina	Taku	Aurora	Leconte	Tustumena	Fairweather & Chenega	Lituya	Kennicott
Main Engines	# 2	# 2	# 2	# 2	# 2	# 2	# 2	# 4	# 2	# 2
Make	EPD	MAK	EPD	MAK	EMD	EMD	EMD	MTU	CAT	Wartsilla
Model	DMRV-16-4	9M-453-B	DMRV-12-3	8M453C	R12-645-E7	12V645F7B	12V645F7B	16V595TE70	3508 B	32E Diesel
Max hp/unit	6170	3620	4062	4000	2150	2550	2550	4800	1000	6690
RPM	409	600	375	600	900	900	900	1650	1600	750
Year Installed	1974	1985	1963	1993	1977	2000	1996	2004/2005	2004	1998
Generator Plants										
How many	3	3	3	3	2	2	2	4	1	2
Make	CAT	CAT	CAT	CAT	CAT	CAT	CAT	NL	CAT	Baylor
Model	D3512	3508	3508	D379	D353E	3412DITA	3508	M6125T	3304	PTO
Cylinders	12	8	8	8	6	12	8	6	4	N/A
KW/Unit	845	560	560	300	300	435	560	185	105	2,400
RPM	1200	1200	1200	1200	1200	1800	1200	1800	1800	1800
Emergency Generator										
Make	Deutz	Cumins	Cumins	CAT	CAT	CAT	CAT	NR	CAT	CAT
Model	BF12L413F	NHRS 6G	NHRS 6G	D3406	D353E	D3406	D336		3406C	3408
KW/Unit	250	160	160	315	300	315	150		320	385
RPM	1200	1200	1200	1800	1200	1800	1800		1800	1800
Bow Thruster										
#	1	1	1	1	1	1	1	2	1	1
Type	Diesel	Electric	Electric	Electric	Electric	Electric	Electric	Electric	Electric/Hydraulic	Electric
Make	White-Gill	Kamewa	Kamewa	Kamewa	Brunvoll	Kamewa	Siemens	Quantum	Thrustmaster	White-Gill
Model	60T3	50/3STAY/C.P.	50/3STAY/C.P.	35 3S/4	SPT-2706	3513	CGZ	QT120E	36TT250L	60T3S
HP	1750	600	600	300	300	400	600	100	250	2113
RPM	1800	1800	1800	1800	1800	1800	1795	1800		460

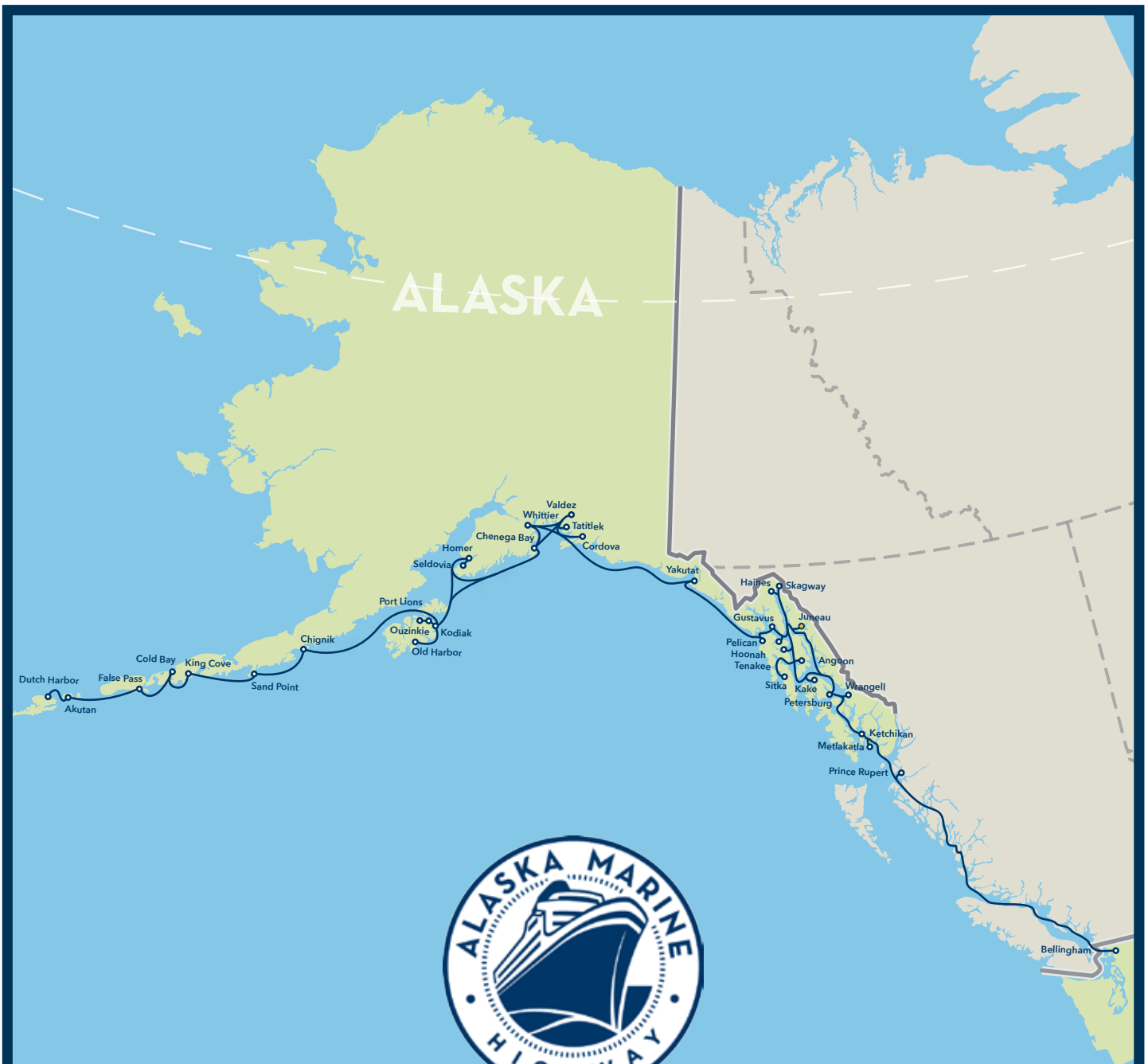
Updated January 2006

EPD = Enterprise Delval
 FM = Fairbanks Morris
 EMD = Electro Motor Division

PTO = Propulsion Shaft Power Take-Off

NOTES

NOTES



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The mission of the Alaska Marine Highway System is to provide safe, reliable, and efficient transportation of people, goods, and vehicles among Alaska communities, Canada, and the "Lower 48," while providing opportunities to develop and maintain a reasonable standard of living and high quality of life, including social, education, and health needs.