

# EMPLOYEE HANDBOOK

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## ALASKA MARINE HIGHWAY SYSTEM



2019

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THE STATE  
of **ALASKA**  
GOVERNOR BILL WALKER

## Department of Transportation and Public Facilities

ALASKA MARINE HIGHWAY SYSTEM  
Office of the General Manager

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1/1/2018

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 vessel, *M/V Chenega* in 2005, bringing the total number of AMHS vessels to ten.

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 Alaskan 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 over 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 nothing less than your best effort!

Sincerely,

A handwritten signature in black ink, appearing to read "John F. Falvey Jr.", written over a printed name and title.

Captain John F. Falvey Jr.  
General Manager

JFF: vc

“Keep Alaska Moving through service and infrastructure.”

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## HELPFUL ACRONYMS

ADA	Americans with Disabilities Act
AMHS	Alaska Marine Highway System
BT	Basic Training
CBT	Computer Based Training
CFPM	Certified Food Protection Manager
CFR	Code of Federal Regulations
DER	Designated Employer Representative
DOT & PF	Department of Transportation & Public Facilities
DPA	Designated Person Ashore
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 Credential
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 Credential
USCG	United States Coast Guard
VPDSD	Vessel Personnel with Security Duties

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# WELCOME ABOARD!

We are excited and proud to have you as a part of the Alaska Marine Highway System (AMHS). While you navigate the waters of your new career, we hope that you take on the same pride and excitement in the system and yourself. The more knowledge you have about your job and AMHS, the easier these days will be. Please begin by reading this handbook before you report for your first day of work. It is yours to keep and we encourage you to take personal notes to understand key points or to keep track of questions you have that are not addressed within the handbook. We do not expect you to absorb all of this information at once, but it will begin to make more sense as you progress through training and orientation as well as begin your job.

## Part of a Proud Fleet

The Alaska Marine Highway System was formerly founded in 1963, but the roots of the organization date back to 1948. It all 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. Of the 10 AMHS vessels, 7 operate in the Southeast system and 3 operate in the Southwest / South Central system (please refer to Appendix V for more vessel details). All vessels are designed to carry passengers and vehicles ranging in size from motorcycles to large freight container vans.

The AMHS has scheduled stops in 35 ports starting in Bellingham, WA and Dutch Harbor, AK a distance comparable to a voyage from New York to London. The longest individual route within the system is from Bellingham to Kodiak, a trip that takes approximately 6 days (one-way) and travels 1,698 nautical miles, which includes intermediate port stops in Ketchikan, Juneau, and Whittier. The route from Homer to Dutch Harbor is approximately 900 miles in length, while the shortest route segment is 8 miles between Ketchikan and Annette Bay.

## System Overview

The Southeast 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 such as the one to Annette Bay, served year-round by the *MV Lituya*. Service to the smaller Southeast communities as well as South Central communities operate year-round with less frequent port calls during the winter.

The Southwest and South Central systems serve Prince William Sound, Kodiak Island, the Kenai Peninsula, and the Aleutian Islands. The communities on the Aleutian Chain receive one port call each month from April through October and no service the remaining months. The Southeast and South Central regions are linked during the summer months, via Cross Gulf sailings from Juneau to Whittier via the *MV Kennicott*. Please review the route map on the back cover of this handbook for a visual guide of the system.

## Uniquely Alaskan

Most of the Alaska ports served by AMHS have populations of less than 5,000 people that use the ferries for opportunities to shop, conduct business and socialize with neighbors in other communities. The passenger base shifts from season to season with the addition of many visitors to the local traffic. Vehicles transporting freight and mail comprise some 10 - 15% of the total vehicular traffic. Freight carriers, such as Lynden Transport, make up a large portion of this vehicle traffic with some individual businesses also transporting perishables. On average, AMHS carries 312,000 passengers and 98,000 vehicles with two-thirds of the annual traffic riding from May to September.

Passenger traffic is normally light and the pace more leisurely during fall, winter, and spring with a majority of communities being served with less frequency than during the summer. During this time of year, more than 10,000 students and youth groups travel to basketball tournaments, music festivals, wrestling and track meets, baseball games,

foreign language festivals, and numerous other events. 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. Without AMHS, these communities would otherwise be cut off from the rest of the state and the "Lower 48".

## THE ORGANIZATION

AMHS service helps to meet the social, educational, health and economic needs of Alaskans connecting communities with each other, regional centers, and the continental road system. Trips on AMHS can last several hours or several days, so most vessels provide food service, shower facilities, observation lounges, and recliner lounges. The larger vessels provide additional amenities, including play areas for children and stateroom accommodations for overnight travel, or for passengers who want a space they can call their own while traveling. A vital transportation system of this size and complexity requires extensive shore side and onboard support to keep it operating. The organization and each vessel are broken down into departments with a governing organizational structure within each department. The following is a brief description of what each general department covers, both onboard and onshore.

### Deck Department

The Deck department leads the fleet with positions of command. 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. AMHS currently has approximately 105 deck officers navigating AMHS vessels, but not all deck crew are licensed. Employees in unlicensed positions are able to perform almost any task in relation to deck maintenance, small boat operations, basic navigation and seamanship.

- **Licensed:** Master, Chief Mate, Second Mate and Third Mate
- **Unlicensed:** Able Bodied Seaman, Bos'n, Ordinary Seaman, Porter and Watchmen

### Engineering Department

The Engineering department is responsible for maintaining all machinery in the main engine room, auxiliary engine room, marine sanitation device (MSD) room, and the steering gear room, as well as maintaining the ship's structural integrity. Employees in this department have job functions that include maintaining fluid levels, propulsion system and power plants, all equipment and machinery, ordering & storing parts, and maintaining the safety & security of the vessel.

- **Licensed:** Chief Engineer, First Engineer, Second Engineer and Third Engineer
- **Unlicensed:** Junior Engineer, Oiler and Wiper

### Passenger Services Department

The Passenger Services department is the cornerstone of outstanding onboard customer service. This department is responsible for services that include; maintaining all vessel amenities, on-board storage and distribution of provisions and supplies, administering embarkation & disembarkation of passengers and vehicles, handling financial transactions and reporting, food and beverage service, medical assistance, stateroom sales and service, filing and reporting of regulatory paperwork, and providing information services for both crew and passengers. This department encompasses both Steward & Purser positions.

- Chief Purser, Senior Purser and Junior Purser
- Chief Steward, Second Steward, Storekeeper, Head or Officer's Bedroom & Stewards
- Chief Cook, Second Cook, Assistant Second Cook, Dishwasher, Crew or Officer's Mess & Night Utility
- Cashier, Head Waiter & Wait Staff

## 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).

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

## 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 (salary schedule) can be obtained from [http://doa.alaska.gov/dof/payroll/sal\\_sched.html](http://doa.alaska.gov/dof/payroll/sal_sched.html) or through the link on Internal Resources. Benefits ranging from health care to employee discounts can be found on the State Employee Resources page <http://alaska.gov/employeeHome.html> or through the link on Internal Resources. Please refer to Appendix III in this handbook for more information on your username, employee ID and password, Internal Resources and how to access your pay stubs. Your SOA username, SOA Employee ID and SOA password will be issued once you are in the payroll system and you will be responsible for maintaining your password. State of Alaska employee benefits, combined with a competitive yet safe working environment, offer a quality experience when joining at any level of the organization.

### Union Support

As an AMHS employee, you are represented by one of several unions. As a vessel employee, you are represented by one of the 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 Internal Resources. Read it carefully and bring any questions or concerns that you have to your union representative. This document will give you complete details on matters of interest to you that include but are not limited to salary, benefits, premium pay, allowances, vacations and work hours.

### Training & Career Development

AMHS has both in-house courses and courses contracted through maritime training providers to ensure that USCG approved classes are accessible to all crew members. Crew members must complete courses and obtain USCG documentation in order to be eligible for dispatch to job assignments. In addition to these courses, there may be other training requirements that you will need to complete to maintain your position or advance. Once onboard a vessel, supervisory staff will provide vessel orientation to all new employees as well as provide ongoing job related training.

AMHS policy states that position requirements are maintained in order to retain a position, but these requirements are also opportunities for growth and change through advancement. 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.

Each AMHS shipboard position has a set of "Minimum Qualifications" (MQ's) that outline the specific requirements each mariner must have completed to obtain a permanent or "bid" position. The MQ's can be found on Internal Resources and they will be a good resource for each mariner to see what courses they will need to complete to obtain a particular position. Training availability can also be found on Internal Resources to see when and where particular courses are offered. Please note that although these courses may be job or career related they are often at the Mariner's own expense.

AMHS has specific requirements, mandated by law, for record-keeping both shipboard and on shore. Original records need to be in your required 3-ring binder (please see below) when reporting for duty and copies must be maintained on file at KCO. This is in addition to filing USCG approved course certificates within one year at your local USCG Regional Exam Center. Both electronic and hard copy files at KCO are central to the dispatching process and are used to evaluate bid applications. It is the responsibility of each crew member to ensure all documents are properly in place. You may NOT be notified when documents on file expire but Compliance Lists are maintained on this website for your review at any time. All documentation can be submitted by e-mail to [dot.amhs.crew.docs@alaska.gov](mailto:dot.amhs.crew.docs@alaska.gov) (**Preferred**). Alternatively, you can use one of the following methods:

1. **US Mail to KCO: AMHS Training Dept.** | Attn: Crew Docs | 7559 North Tongass Highway | Ketchikan, AK | 99901
2. **Fax to KCO: AMHS Training Dept.** | Attn: Crew Docs | (907) 228-6873
3. **Interdepartmental Mail:** See the Purser of Vessel for more information

Please allow 5 business days from the date the documents are received at KCO either in hard copy or electronically for processing. If you feel it will impact your eligibility for dispatch, send a copy to your dispatcher.

## 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 evaluations along the way. 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.

# 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 you at your best:

- #1 Priority: The safety and care of our passengers, your coworkers and yourself.
- Provide exceptional customer service.
- Treat those you work with in the same manner as you would like to be treated.
- Carry out your duties and responsibilities to the full measure of your ability.
- 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. Certain practices help maintain this respect and suggested practices are as follows:

- 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 could be 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 refrain from perfumes / colognes, or apply in public restrooms.

## Policy Familiarization

Policies are in place to provide employees with standardized knowledge as well as tools for implementing and maintaining procedure. 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 18.

## 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 without stains, neat, wrinkle free; not worn out, not stained, not wrinkled, not torn and well fitted. 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 by AMHS. Non AMHS, commercial or sports style logos are not allowed. Position specific and general uniform requirements can be found under the "Uniform Specifications" section starting on page 9.

## 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 / or may be subject to disciplinary action. The following steps will be used to ensure compliance:

1. A verbal instruction 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. The instruction will be documented to the ship files and KCO to ensure that a relief department head who may be on duty the next week is made aware of the verbal instruction.
2. If employee returns to duty the next work week and is not in compliance, the employee will be issued a letter of instruction and the uniform payment will be withheld. Letters of instruction will be given to employee with a copy sent to KCO.

## Jewelry

Jewelry worn with uniforms will be of a conservative size and design. The display of jewelry must reflect a traditional standard for a 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 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.

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, well groomed and if longer than shoulder length must be contained with a hair tie. Galley work requires hair to be contained with a hair tie and a hat or hair net. Facial hair must be groomed and trimmed in compliance with the AMHS respiratory protection program to assure a proper fit and face mask seal. Any employee who is unable to shave or has medical reasons that prohibit an adequate face to face mask seal will 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.

# UNIFORM SPECIFICATIONS

## General & Position Specific Requirements

The AMHS policy for uniform standards outlines each component of employees dress while on duty. There are some variances between positions and departments. 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.

### 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. All galley personnel must wear skid proof shoes. 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 must be black dress slacks constructed with a synthetic or blend fabric; 100% cotton pants are not acceptable due to fading. Tights, stretch pants or leggings, yoga pants, athletic or exercise pants, jeans, denim pants or shorts are not acceptable. Galley employee bottoms may be white, black or checked Cook's trousers.

## Name Tag & Accessories

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 or outer wear 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. 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, undergarment that is right for the purpose and are white or neutral 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 Cashier. 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 an AMHS logo hat, hair net, solid black chef's skull cap or the traditional high / low white chef hat.

## 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 uniforms are required while in public areas.

## Passenger Service 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.

## All Stewards, Cashiers, Wait Staff and Passenger Service Workers

Employees will dress in the standardized uniform top with black bottoms. AMHS will provide an annual voucher, upon request, for the purchase of uniform tops. 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) and an AMHS 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

Insignia: Ship's Anchor



Master



Chief Mate



2nd Mate



3rd Mate

### Engine Department

Insignia: 3-Bladed Propeller



Chief Engr



1/A Engr



2/A Engr



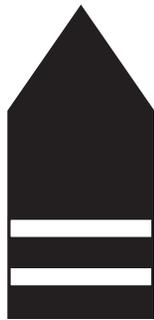
3/A Engr

### Steward Department

Insignia: Crossed Key & Quill



Chief Steward



2nd Steward



Storekeeper

### Purser Department

Insignia: Oak Cluster w/Acorns



Chief Purser



Senior Purser



Junior Purser

## REQUIRED DOCUMENTATION

As stated under "Training & Career Development" starting on page 6, the following original certificates, as applicable for your shipboard position, must be kept in a 3-ring binder and presented to the Purser when reporting for duty. Your Merchant Mariner Credential (MMC), Transportation Worker Identification Card (TWIC) and USCG Medical Certificate do not need to be kept in the binder, but do need to be presented along with your binder at check-in:

1. Merchant Mariner Credential (MMC)
2. Transportation Worker Identification Card (TWIC)
3. USCG Medical Certificate \*
4. Basic Training (BT formerly BST) Certificate or USCG STCW Endorsement (preferred) \*\*
5. Radar Unlimited (current) or Refresher Certificate \*\*\*
6. New Crew Member Vessel Familiarization Form
7. Vessel Specific Familiarization ^
8. Crowd Management (4 hour)
9. Crisis Management (14 hour)
10. Alaska Food Worker Card
11. Alcohol Server Card (TAP)
12. Certified Food Protection Manager Certification (CFPM)
13. Equal Employment Opportunity (EEO): Preventing Sexual Harassment & A Respectful Workplace ^
14. Marine Evacuation System Certificate (MES) – Most recent Chute or Slide ^
15. Hazardous Communication Training (HCT) – Basic Curriculum Certificate ^
16. Highest Level Security Course Certification ^
17. Highest Level of Hazardous Materials (HAZMAT) Training

\* The USCG Medical Certificate should be tucked into the back of your MMC, must be current to maintain your STCW Endorsements and is typically valid for 2 years. AMHS policy enforces all mariners to comply with the international STCW regulations requiring crew members to obtain STCW Endorsements to their MMC. In order to maintain validity the STCW Expiration Date indicated on the USCG Medical Certificate must be current.

\*\* The STCW Endorsement page of the MMC is issued to all mariners with current Basic Training (BT or BST) and Security Awareness (SA). Purses will check this page for endorsement stickers; therefore, certificates in your 3-ring binder are not typically required for valid stickers. Most courses you take will result in an STCW endorsement to your MMC which will either be National (i.e. Ratings of Able Seaman or QMED, Lifeboatman, Officer Licenses, Certificate of Registry for Purses) and / or International (i.e. Proficiency in Survival Craft, Ratings Forming Part of Engine or Navigational Watch, Officer in Charge of a Watch, Valid for Fast Rescue Boats).

\*\*\* The Radar Unlimited Certificate from your current Radar original course or renewal course must physically be in your binder. The Refresher or Recertification Radar Observer Renewal Certificates of Completion are valid for 5 years.

Mariners are responsible for maintaining proof of valid credentials for an appointed position and can monitor this status through resources available on Internal Resources. AMHS is only able to issue or reissue the certificates of completion for courses marked with (^). You should allow 2 to 4 weeks for AMHS processing and 3 to 6 months for outside agency processing. AMHS cannot obtain replacement certificates for credentials issued by another State of Alaska agency (i.e. DEC for FH Card) or training provider.

## 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. The following section is designed to provide you with the information to prepare for your first dispatch.

### Preparation

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

The following is a 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

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

### 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 a ship's crew and this minimum is imperative to the ship sailing 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 given.

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 228-6856 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 every other Wednesday at 2:00 PM (1400), prior to the start of each pay period. It is your responsibility to confirm your work status and assignments for each pay period. 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 dispatch for clarification. Please remember that failing to report for crew change on time could jeopardize your job.

### Sample IBU Crew List

The posted crew lists are important to understand. They tell you where and when to report as well as which position you are expected to report to. The following sample is a crew list from the *MV Malaspina*:

**M/V Malaspina A**  
**Ketchikan Sunday 07-Feb-2016 @07:00**  
**Juneau Monday 08-Feb-2016 @07:30**

<u>Position</u>	<u>Position No.</u>		<u>Port</u>	<u>Offside</u>
Chief Purser	2725AAA	De Kennedy, Michelle(OA)/Hamilton, Steve	Juneau	Gucker, Eric
SR Purser	2728AAA	Young, Geraldine(OA)/De Kennedy, Michel	Juneau	Casidsid, Dell
JR Purser	2729AAA	<vacant>(OA)/Toman, Randall	CTA Juneau	Whelan, Michael
AB Bosun	2734AAA	Kegel, Erik(OA)/Owen, Max	CTA Juneau	Makua, Richard
AB	2737AAA	Morris, John(OA)/Hillberry, Mark	Ketchikan	Hanna, Martin
AB	2737AAB	Thielke, Sila(VAC)/Crouch, Thomas	CTA Juneau	Lee, John
AB	2737AAC	Dunbar, Amy(OA)/Ezrre, Lizandro	Juneau	Posey, Clark
AB	2737AAD	Walli, Earling(OA)/Galos, Max	CTA Juneau	Kegel, Erik
Ordinary Seaman	2745AAA	Bue, Robert(OA)/Rinehart, Daniel	CTA Juneau	Nix, David
Ordinary Seaman	2745AAB	Sperber, Roger	Juneau	Malacas, Mario
O/S Porter	2748AAA	Reed, Allan	Juneau	Brendible, Henry
Watchman	2750AAA	Schwartz, Amity(VAC)/Allen, Craig	Juneau	Gauthier, Rodney
Watchman	2750AAB	<vacant>(OA)/Arnold, Trina	CTA Juneau	Foley, Michael
JR Engineer	2753AAA	Guthrie, Scott(OA)/Simpson, David	CTA Juneau	Gilbert, Christopher
Oiler	2756AAA	Gain, Camilla(OA)/Devenny, Richard	2/2 Juneau	Devenny, Richard
Oiler	2756AAB	Palma, Jessica(OA)/Rockwell, Enrique	Juneau	Arnold, Glen
Wiper	2760AAA	Beams, David(OA)/Smock, Garry	CTA Juneau	Weniger, Katie
Chief Steward	2761AAA	Tran, Nghiem(OA)/Carrillo, Alex	Juneau	Liberty, Virgil
Steward, 2nd	2764AAA	Bjerkset, Joel(VAC)/Tran, Nghiem	Juneau	Rebustes, Homer
Storekeeper	2765AAA	<vacant>(OA)/Hyke, Steven	Juneau	Acuna, Juan
Chief Cook	2766AAA	Rivera, Carlos(ND)/Camba, Prudencio	Juneau	Soriano, Raul
Cook, 2nd	2767AAA	<vacant>(OA)/Hudson, Skylar	CTA Juneau	Beck, Jacob
Cook, 2nd	2767AAB	Sladky, Jerry	Juneau	Aguirre, Ronaldo
A/2 Cook	2769AAA	Almquist, Lorna	Ketchikan	Wickman, Cheryl
Cashier	2772AAB	<vacant>(OA)/Boyd, Claudia	CTA Juneau	Carle, Davis
Head Bedroom Steward	2776AAA	Garcia, Henry	Juneau	Gaube, Cynthia
Mess Steward	2777AAA	May, Trista	Ketchikan	Baines, Dianna
Mess Steward	2777AAB	<vacant>(OA)/Carlstrom, Monica	Juneau	Simpson, Rebecca
NT Utility	2781AAA	<vacant>(oa)/Roark, Sarah	Juneau	Currit, Daniel
Dishwasher	2781AAB	Olds, Catherine(oa)/Gabor, Francisco	CTA Juneau	Paul, Allen
Steward	EXS1-183	<vacant>(oa)/Burch, Kenneth	Juneau	General, Bayani
Steward	EXS2-183	<vacant>(OA)/Schweinefus, Darren	Juneau	Hotch, Aaron
Steward	EXS3-183	<vacant>(OA)/Nelson, Belinda	CTA Juneau	Morato, Celestino
Steward	EXS4-183	<vacant>(OA)/Oberg, Roberta	CTA Juneau	Thomas, Matthew
Steward	EXS5-183	<vacant>(OA)/Connolly, Michael	Ketchikan	Lewis, Geraldine
Steward	EXS6-183	<vacant>(OA)/Torres, Katie	Ketchikan	Harper, Cecil
Steward	EXS7-183	<vacant>(OA)/Taylor, Jed	Ketchikan	Huley, Rose

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.
- The notations of (OA)/, (oa)/, (OJ)/, (ND)/, (vac)/ follow a name on the crew list and are for internal use. 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 an extended amount of time, you must complete and submit a Vacation/Leave Without Pay (LWOP) request. If it is 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 dispatch immediately:

**LICENSED OFFICERS:** 228-6869 / 228-7273

**UNLICENSED DECK & ENGINE:** 228-6814

**PURERS & STEWARDS:** 228-6804 / 228-7296

**SUPPORT & PASSES:** 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 a Dispatcher has called you after hours and asked you to return their call.

## Boarding a Vessel

Stewards and Purser are to arrive at an assignment in uniform, regardless of watch hours. If you start each assignment by looking the part and behave as a professional, you will be treated like one. Keep in mind that when you are in the "public eye" or especially in an emergency situation, your uniform makes you a representative of AMHS. Please reference "Uniform Specifications" on page 9 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 and have your ID available for review. Your ID card, displayed at chest level or on a lanyard, is required when boarding the ship and while on duty. However, this card cannot be issued until several weeks after you are first employed. Therefore, prior to obtaining your ID Card, you will need to present your MMC to the Purser on the ramp prior to boarding a ship. The vessel will make a copy of your MMC for you to display in your ID holder while on duty, until the permanent card can be obtained.

All crew members must first report to their supervisor to receive their job assignment and then report to the Purser to present their MMC, TWIC and Documents Binder and receive their station bill with fire / lifeboat duties. When arriving at the Purses 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 efficient way possible, please stand in line, wait for your turn, have all documents in order and be ready for the Purser.

Once you have presented your documents to the Purser, they will examine and verify required sailing credentials including expiration dates. The Purses 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 it with the 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 each and every time. It is each crew member's responsibility to check in and have their documents examined to help minimize potential delays.

## Life Onboard

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.

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 are for the convenience of employees to take a break or relax out of the public eye and visitors are not allowed. Please contribute to a pleasant atmosphere with respect to these areas.

### Crew Meals (in Mess or Dining Room)

Breakfast:	0500-0630
Lunch:	1100-1230
Dinner:	1700-1830

### Passenger Meals

Breakfast:	0700-1030
Lunch:	1200-1600
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 are 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.

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 before disembarking the vessel.

## Corrective Action

As with any job there will be times a corrective action will be necessary to address the performance and behavioral issues at work and help each employee to perform better in their job. AMHS expects all employees to conduct themselves with utmost professionalism and requires a high standard of work ethics while working for the State of Alaska. Certain offenses are grounds for immediate termination that include, but are not limited to; intoxication and illegal use of drugs, theft or willful destruction of state property, insubordination, dishonesty, physical misconduct, accessing and / or viewing pornography at work or on a State computer, excessive absenteeism, falsifying records, abandonment of assignments and duties without approval.

## 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 or 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 to not disturb 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 and electronic cigarette vapor. Smoking and the use of electronic cigarettes 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. All employees are required to complete the Equal Employment Opportunity (EEO) Certification course and information regarding this training can be found in Appendix IV of this handbook.

### 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:

1. 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.
2. 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.
3. 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.
4. Violating any criminal federal, state, or local drug or alcohol law or statute while on assignment or work duty.
5. Testing positive for drugs and / or alcohol in violation of this policy.
6. Refusing to test for drugs and / or alcohol in violation of this policy.
7. Tampering with, adulterating, altering, substituting, or otherwise obstructing any drug or alcohol testing process required under this policy.
8. 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.
9. 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.
10. Consuming alcohol within 8 hours of reporting for work / duty as an AMHS crewmember or terminal employee.
11. 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).
12. 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. It is available at all times on the Internal Resources website. 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. 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. Any concern that you have about the safety of passengers should always be taken to your Supervisor immediately. If your concerns are not satisfied, you may raise them with the Vessel Delegate.

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. You will be provided a station bill number when reporting to work for the fire and abandon ship drills that are held weekly. Avoid being rolled from your bunk in rough water or high seas by sleeping with your back to the wall. Please note that due to certain bulkheads having encapsulated asbestos, do not remove or add any screws, nails, or tacks without checking with your supervisor.

### 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 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.

<b>NOTICE AMHS EMPLOYEE'S</b>	
	<p style="text-align: center;"><b>Every injury, no matter how slight must be reported immediately</b></p>

**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.**

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

## 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. Please see Appendix IV for details regarding initial and additional security training. To become an effective member of the overall AMHS "security team" of employees, you will also 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. If you have any questions regarding Security, please feel free to contact Company Security Officer (CSO) Jason L. Joel at 907-228-7280 or by email at [jason.joel@alaska.gov](mailto:jason.joel@alaska.gov).

## International Safety Management Code

The Alaska Marine Highway System operates under the International Safety Management (ISM) Code which provides an International standard for the safe management and operation of ships. Furthermore, these standards employ methods to prevent pollution to the marine environment and contain various elements to achieve this purpose.

The ISM Code was adopted by the International Maritime Organization (IMO) by resolution A.741(18). Compliance with the ISM Code became mandatory with the adoption of SOLAS, Chapter IX, "Management for the Safe Operation of Ships."

The objectives of SOLAS Chapter IX and the ISM Code are to ensure safety at sea, prevent the occurrence of human injury or loss of life, and avoid environmental and property damage. ISM Code requirements outline processes of communication, training, and actions to continuously maintain the ship in a state of compliance with safety and environmental protection regulations. Specifically, the ISM Code seeks to develop a "safety culture" which addresses the issues of human error and human omissions. To accomplish its objectives, the ISM Code requires owners of ships, or other organizations who have assumed responsibility for ship operations, to implement Safety Management Systems (SMS) for their companies and ships.

ISM Code section 4, states: *Every company, as appropriate, should designate a person or persons ashore having direct access to the highest level of management. This is to ensure the safe operation of each ship and to provide a link between the Company and those on board. The responsibility and authority of the Designated Person Ashore (DPA) or persons should include monitoring the safety and pollution-prevention aspects of the operation of each ship and ensuring that adequate resources and shore-based support are applied, as required.*

## Designated Person Ashore (DPA)

The individual appointed as the DPA for AMHS is Mr. William J. Miller, whose very nature of duties allows him direct access to the highest levels of management as well as access to AMHS vessels and shore facilities through the process of periodic audits and investigations. Mr. Miller also monitors the safety and pollution prevention of each ship and shore facility via non-conformity report tracking. For all ISM DPA issues, please contact Mr. Miller at 907-228-7278 phone, 907-617-0973 cell, or by email at [william.miller@alaska.gov](mailto:william.miller@alaska.gov). ISM Code section 4, states: *Every company, as appropriate, should designate a person or persons ashore having direct access to the highest level of management. This is to ensure the safe operation of each ship and to provide a link between the Company and those on board. The responsibility and authority of the Designated Person Ashore (DPA) or persons should include monitoring the safety and pollution-prevention aspects of the operation of each ship and ensuring that adequate resources and shore-based support are applied, as required.*

## APPENDIX I

# Passenger Services New Hires

- **Entry Level Stewards** Pg. 25
- **Training Courses for New Hires** Pg. 26
- **Customer Service Training** Pg. 26
- **FAQ's Passengers Will Ask** Pg. 28
- **Route Familiarization** Pg. 29

## ENTRY LEVEL STEWARDS

**Scope of Position:** Exceptional customer service is expected when greeting and assisting customers aboard the vessels of the Alaska Marine Highway System. Under the supervision of the Chief Steward or designee, the entry level stewards perform a variety of customer service, housekeeping and galley duties. Furthermore, work will be done in all areas of the Stewards Department to keep the vessel clean, sanitary and safe.

### Examples of Duties

- Work with traveling public, respond to and assist customers as needed and answer service calls from Purser.
- Generally assist in maintaining security of the vessel.
- Assist in the Cafeteria / Snack Bar with prep work and cleaning.
- Bus and clean tables and chairs.
- Load and unload stores, laundry and supplies.
- Removal of trash and cleaning of trash cans.
- Cleaning of passenger cabins.
- Cleaning of lounges, passageways and foyers.
- Clean, sanitize and polish restrooms.
- Clean, sanitize and polish all rails, door handles, windows, tables, chairs, bulkheads and artwork throughout the vessel.
- Prepare cooking ingredients for use in menu items.
- Know and comply consistently with our standard portion sizes, cooking methods and quality standards.
- Follow recipes, control portions and present food properly.
- Ensure all food and other items are labeled, dated, handled, stored and rotated properly.
- Monitor, stock and maintain sufficient level of necessary products at station to assure a smooth service period.
- Clean and maintain a sanitary work station including counters, shelves, grills, broilers, fryers, steamers, burners, ovens, flat tops and refrigeration equipment.

The above list is intended to describe the general nature of work being performed in this position. It is not intended to be an exhaustive list of all responsibilities, duties, and skills / abilities that are required. You will be assigned other tasks by the Chief Steward and Second Stewards. Overtime may be required and must have prior approval from the Chief Steward.

For a current list of Minimum Qualifications (MQ's) and available bid positions, see Internal Resources.

## TRAINING COURSES FOR NEW HIRES

### Entry Level Mariners

All AMHS Mariners must complete U.S. Coast Guard (USCG) approved Basic (Safety) Training (BST or BT) and Crowd Management classes (includes Passenger RORO vessels). These classes are offered with New Hire Orientation in Ketchikan every spring and fall. Classes may be offered periodically by AVTEC in Seward as well. New Hire Orientation consists of presentations, familiarization of Computer Based Training (CBT), safety related and other training. Attendees learn about State of Alaska, AMHS and shipboard processes; how to obtain the required USCG documentation (upon completion of training); how to access and use the State of Alaska (SOA) Payroll / Retirements and Benefits resources; how to access and use the SOA personal web mail and AMHS employee Internal Resources. New hires will also receive instructions on Dispatch functionality and reporting for duty processes.

#### CBT via web access on the AMHS Learning Portal

- RORO Vessel Specific Familiarization Training consists of:
  1. **Vessel Specific #1** – Overview of ships and safety equipment
  2. **Vessel Specific #2** – Overview of Car Deck processes including Hull Doors and Elevators and monitoring equipment including watchman's duties with regard to ship integrity
    - **Includes ADA-Passengers with Special Needs – AMHS ADA Program**
    - **Includes Introduction to Hazardous Goods (HAZMAT) – See Documentation Chapter**

As your maritime career advances, it will be important for you to research course requirements and offerings for positions you wish to obtain in the future. Information regarding these courses can be found on Internal Resources. Furthermore, Appendix IV contains information on some of the additional courses. You will need to educate yourself on various MQ's for desired positions then cross reference those requirements with course offerings and availability.

## CUSTOMER SERVICE

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 supervisor's response and / or are determined to take the matter further.

## Customer Service Preparedness

Passengers will generally have a lot of questions 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, but I will find someone who might," 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 ADA Facilities
- Baby Changing Facilities
- Wheelchairs and Elevators
- Food Services and Dispensers
- Bus Services to Downtown
- Tourist Brochures and Maps
- Vending Machines and Lockers
- 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 CPR Masks
- Location of muster stations
- Location and use of automatic doors
- Emergency gear and lockers
- Station Duties: know where to go and what to do
- First Aid room, major equipment (i.e. Stretchers) and how to access

## PASSENGER FAQ

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

<p><b>Vessels Serving Route:</b></p> <p>_____</p>
<p><b>Vessels Serving System:</b></p> <p>_____</p>
<p><b>Other System Communities:</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

## APPENDIX II

# Deck & Engine New Hires

- **CBT Courses** Pg.31
- **Shipboard Courses** Pg.31
- **USCG Approved Courses** Pg.31

# DECK & ENGINE DEPARTMENT

## Deck and Engine Department New Hires

AMHS hires Deck and Engine Department personnel that report directly to the ship, as needed. Either your Dispatcher or the Purser of the vessel will provide you with a Payroll / HR packet. Your shipboard supervisor will review the AMHS shipboard safety related courses needed. In addition to shipboard courses, AMHS requires Computer Based Training (CBT) and USCG approved courses. The AMHS Training Department will contact you via mail and / or email with this information as well. Please see Appendix III for details on how to access Internal Resources and the following courses:

### CBT Courses

1. **RORO Vessel Specific Familiarization Training consists of:**
  - a. Vessel Specific #1 – Overview of ships and safety equipment
  - b. Vessel Specific #2 – Overview of Car Deck processes including Hull Doors and Elevators and monitoring equipment including watchman’s duties with regard to ship integrity
    - Includes ADA-Passengers with Special Needs – AMHS ADA Program
    - Includes Introduction to Hazardous Goods (HAZMAT)- See Documentation Chapter
2. **Maritime Security Awareness**
3. **HAZMAT Basic**

### Shipboard Courses

1. **Hazardous Communication Training (HCT)**
2. **AMHS (EEO) Preventing Sexual Harassment**

Appendix IV of this handbook contains some full course descriptions and you can refer to the Minimum Qualifications on Internal Resources for each vessel position specifics. The AMHS Training Department can produce a “GAP Analysis Report” that shows the courses and credentials required for a position relevant to the training you have on record. This allows you the opportunity to review your Dispatch / Training documents to ensure they are current and up to date at the Ketchikan Central Office (KCO).

### USCG Approved Courses

1. **Crowd Management 4 hours**
2. **Crisis Management 14 hours**
3. **Vessel Personnel with Designated Security Duties**

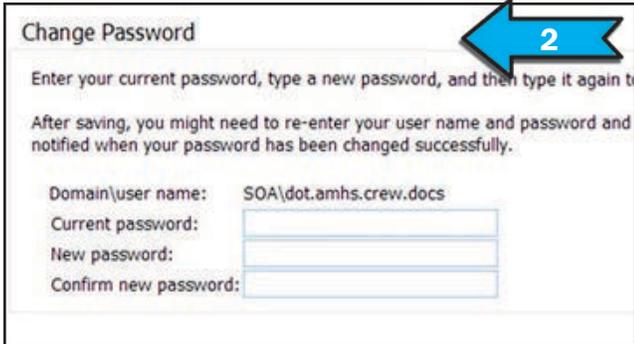
Please complete the above if you have not already and refer to the Minimum Qualifications for each vessel position. The MQ’s note where USCG courses are required, including pilotage areas for Deck Officers. New requirements may be added prior to revisions of the MQ’s. Information regarding new requirements may be circulated to all vessel department heads, all SOA webmail addresses and / or posted on AMHS Internal Resources.

## APPENDIX III

# Computer Based Resources

- **State of Alaska Employee Resources** Pg. 33
- **AMHS Internal Resources Website** Pg. 35
- **AMHS Learning Portal Instructions** Pg. 37
- **Maritime Security Awareness (MSA)** Pg. 39
- **HAZMAT Training** Pg. 41

# STATE OF ALASKA EMPLOYEE RESOURCES



**1. State of Alaska Enterprise (LDAP) Username**

- Your username is initially assigned through Payroll / Tech Services and is also known as an Enterprise (LDAP) credential
- It typically consists of your first and middle initials followed by your last name (i.e. jsmith for James L. Smith)

**2. State of Alaska Enterprise (LDAP) Password**

- Your password is used to access paystubs, training courses, Internal Resources, and SOA email and should be kept confidential
- For security purposes, your password will expire every 90 days; maintaining your password is your responsibility and an email notification will be sent to your SOA email
- Click here to change your password: <https://webapp.state.ak.us/password3/app>
- Passwords must be at least 8 characters in length, be case sensitive, contain one number and one special character and not be used for your last five passwords

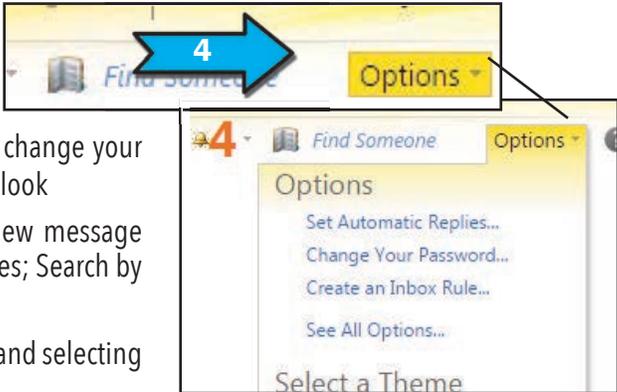


**3. Retrieving a forgotten Username & Password**

- Send an email to [amhs.soa.accounts@alaska.gov](mailto:amhs.soa.accounts@alaska.gov) or;
- Leave a Voicemail at (907) 228-6826
- Include your full name (with middle initial), contact phone number, reference number from your MMC (do not send your social security number) and include which items (username and / or password) you wish to retrieve
- Email requests will be processed before voicemail requests pm in the order they were received on Mon, Wed & Fri between 3:00 pm and 4:30 pm

**4. State of Alaska Email**

- Webmail addresses are in the following format: first.last@alaska.gov (i.e. james.smith@alaska.gov)
- To access your email, use your username and password: <https://webmail.alaska.gov/owa>
- If you have a dedicated workstation, it is recommended that you change your workstation password at the same time you change your Enterprise password
- You can use the email "Options" in top right hand corner to change your enterprise password, set auto replies or customize your email look
- To create an email, select "New" and then "Message"; in new message window, click on "To" for a directory of State webmail addresses; Search by title, first name, last name, etc.
- Create a folder to store messages by right clicking on "Inbox" and selecting "Create New Folder"



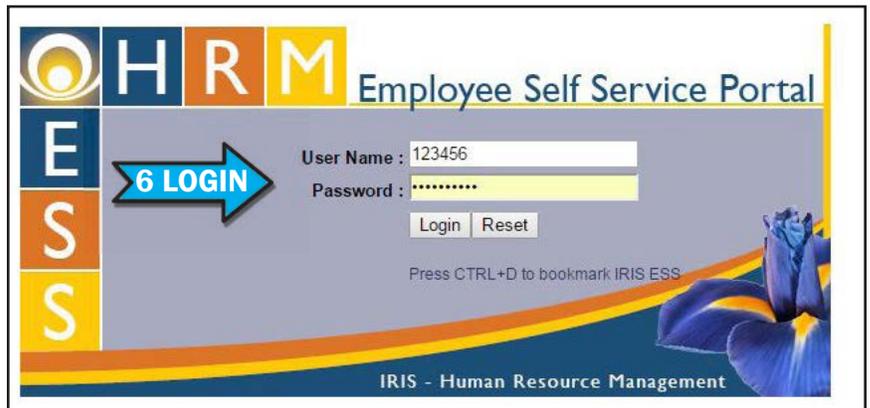


## 5. Accessing Your Employee ID

- To access your pay advice (paycheck stubs), you will need your six digit SOA Employee ID
- Your SOA Enterprise (LDAP) username and SOA employee ID are two different things
- Click here to look up your Employee ID: <https://ancldap.state.ak.us/dsgw/bin/csearch?context=dsgw>
- Enter your name and "Search"

## 6. Accessing Your Pay Advice

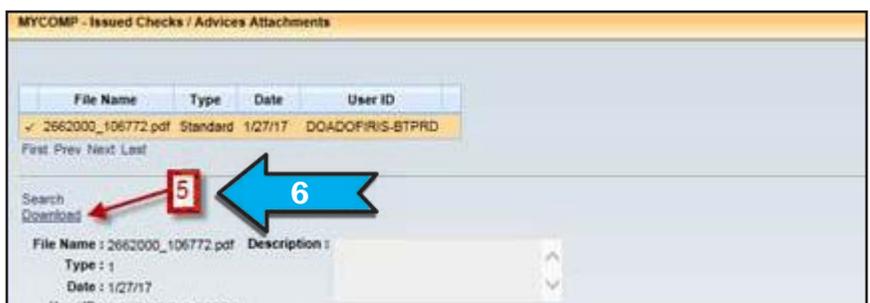
- Although your SOA Enterprise (LDAP) username and SOA employee ID are two different things, the password to access your pay advice is the same as the one used with your SOA Enterprise (LDAP) username
- Click here to access your pay advice: <https://iris-ess.alaska.gov/>
- Enter your SOA employee ID and password and then click "Login"
- Under "Pay Summary", click "More" or from the homepage click on "My Info" and then "My Compensation"
- Select "Issued Checks / Advices"
- Select the row you want to view and then click on the paperclip or "Attachments"
- Click "Download" and then "Open" or "Save"



## 7. Online Employee Docs

Accessing pay advice used to occur through the "Online Employee Docs" webpage. This system is temporarily available for historical purposes.

- To access this site, click here: <https://dof.doa.alaska.gov/empldocs/index.jsp>
- Click "Login to View your Online Paystubs" and enter your SOA Enterprise Username & Password
- Once logged in, click "List My Paystubs"



**NOTE:** Internal Resources provides links to the State of Alaska tools outlined above. Please continue reading to learn more about what is available and how to access Internal Resources.

# AMHS INTERNAL RESOURCES WEB SITE

## Introduction to the AMHS Internal Resources Website

The purpose of this section is to provide an introduction to the AMHS Internal Resources website and to provide instructions on how to access it. The website is for all AMHS vessel and shoreside staff whether they are on duty or not. The Internal Resources website is unique in that it offers easy access to information employees need from AMHS, DOT&PF and the State of Alaska, in one convenient location. Internal Resources was recently overhauled to streamline the content, minimize redundancies and add new features. It is the “go-to” location to find forms, manuals, policies, communications, links, training resources, and much more for all AMHS employees.

## Credentials for the Internal Resources Website

Employees may access the site using either of the following:

1. Their State issued Username and Password (see page 47) or;
2. Their vessel work station Username and Password; e.g. *MV Malaspina* Pursers' User ID & Password

Employees who do not know their Username and Password should do one of the following:

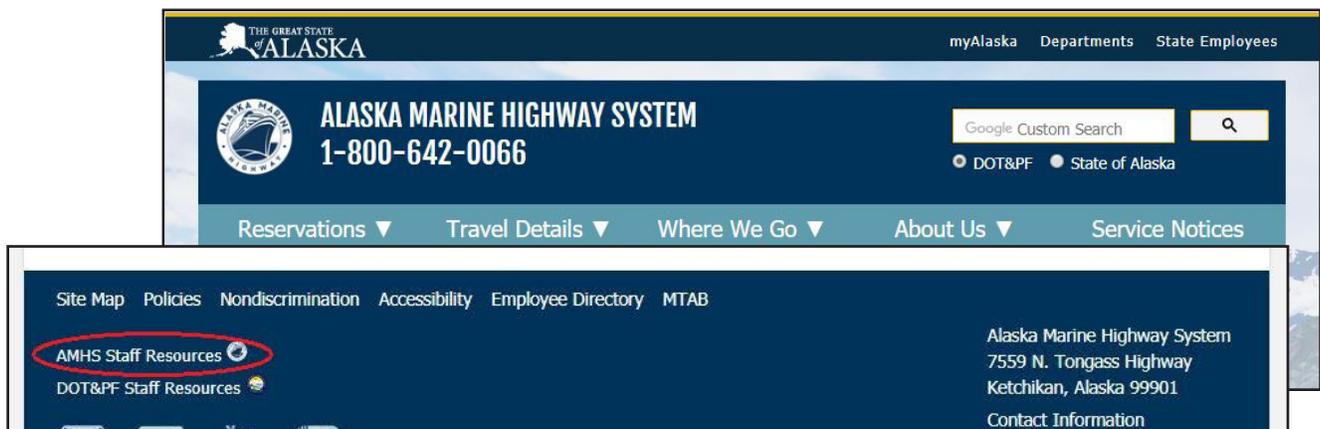
1. Terminal Employees
  - Ask your Ferry Terminal Manager to submit a Help Desk Ticket to the AMHS Help Desk
2. Vessel Workstation Accounts (using a vessel's workstation)
  - Submit a Help Desk Ticket to the AMHS Help Desk
3. Vessel Employees
  - Contact the AMHS Password Reset Desk via email: [amhs.soa.accounts@alaska.gov](mailto:amhs.soa.accounts@alaska.gov) or call: (907) 228-6826

For all employees, your SOA username and password is used to access your State of Alaska webmail, paystubs and other sites restricted for State of Alaska employees only. Your username never changes; however, for security reasons your password is only valid for a maximum of 90 days. Passwords may be changed by the employee at any time during their 90 day validity period and it is expected that the employee will continuously maintain their password.

## Accessing the Internal Resources Website

The Internal Resources web address is <https://web.dot.state.ak.us/amhs/index.shtml>. Alternately, you can use the quick link found in the footer of the AMHS public facing site at [FerryAlaska.com](http://FerryAlaska.com). From there, select the “AMHS Staff” link at the bottom of the page (see Figure 1).

Figure 1



A box will appear requesting your SOA username and password (see Figure 2). You can use either your personal or work stations' username or password as explained above.

Figure 2



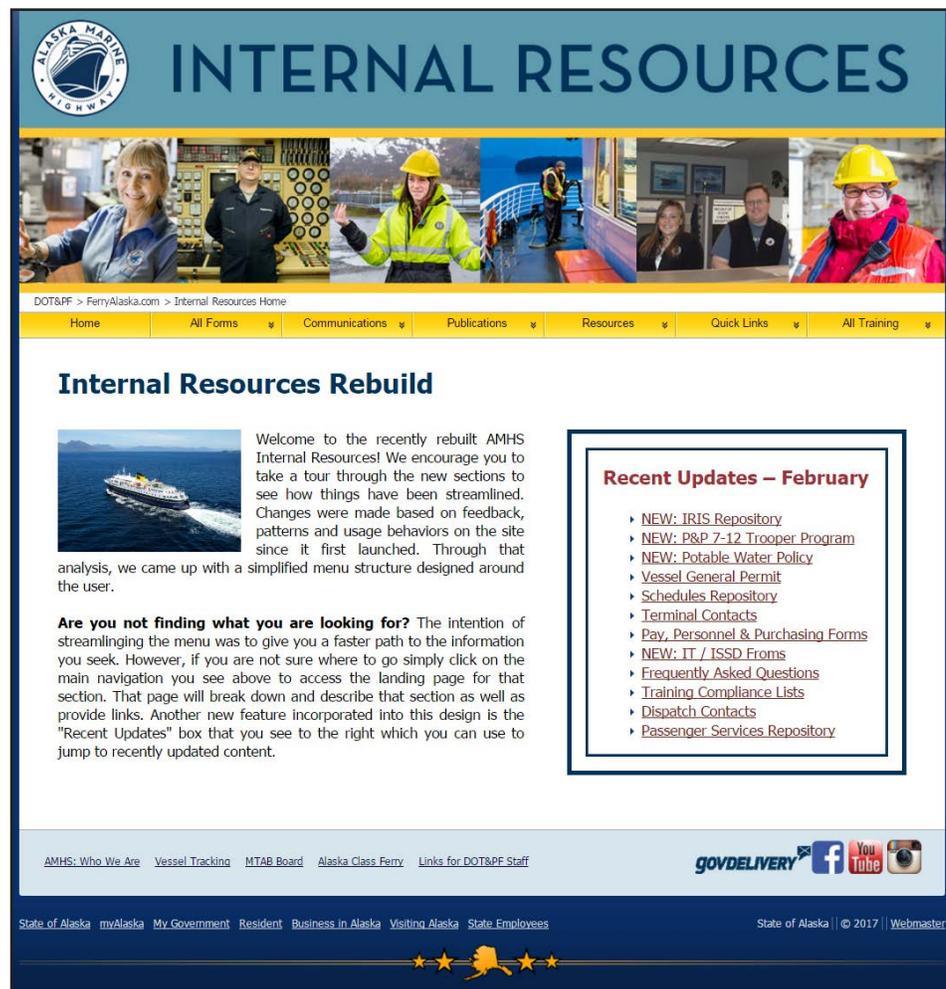
Examples of items contained within these sections include the following:

- Forms for Pay, Purchasing, Bids, USCG, One Card, Training, Environmental, Safety, Travel and more
- Contact Information, Newsletters, Schedules and Memos
- Frequently Asked Questions
- Policies & Procedures
- Safety & Environmental Resources, including the Safety Management System
- Employee Handbook
- DOT&PF and AMHS Organizational Charts
- Master's Action Circulars
- Minimum Qualifications
- Repositories of information such as IRIS, USCG and Passenger Service Job Aids
- Quick Links for pauptubs, educational and more
- Training requirements and information

## About the Internal Resources Website

The Internal Resources website menu offers six main sections: All Forms, Communications, Publications, Resources, Quick Links, and All Training. Each section applies to all employees, but not all employees will need all of the resources contained within each section. Furthermore, each section will display a drop down menu as well as an explanation landing page by clicking on the section title in the yellow menu bar.

Figure 3



## Recent Updates

From the homepage, you will find a "Recent Updates" box that contains a list of links to items that have recently been updated. Click on one of the menu options to learn more about what is in that section or simply choose an option from the drop down that appears (see Figure 3).

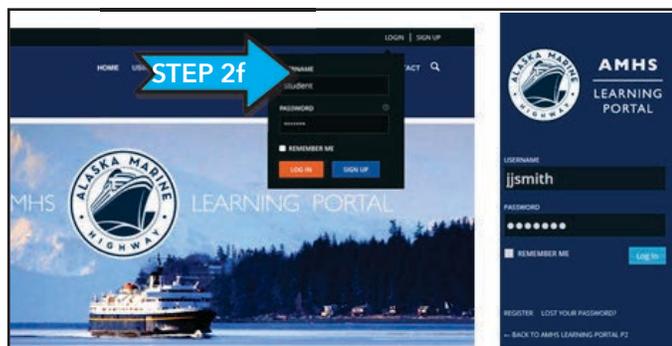
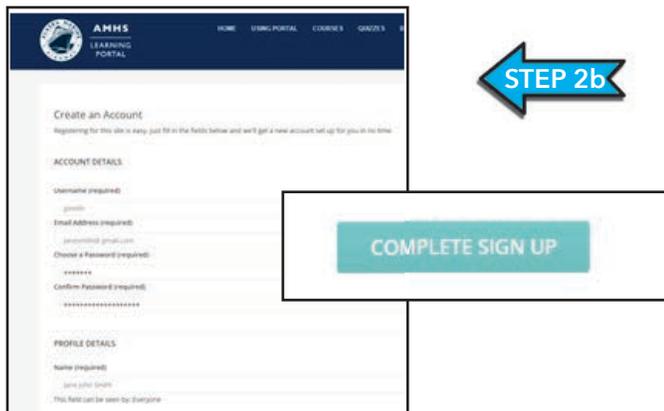
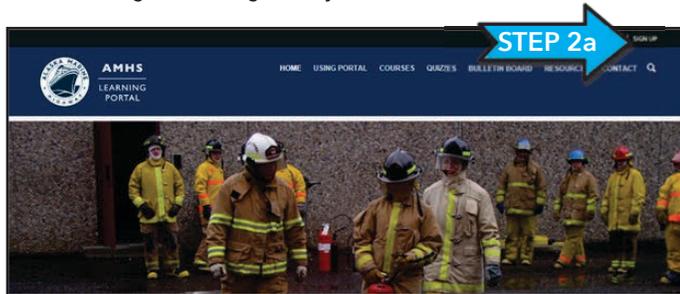
# AMHS LEARNING PORTAL INSTRUCTIONS

The AMHS Learning Portal is the AMHS Training Department's "go-to" website for new hire vessel employees. It contains the AMHS RORO Vessel Familiarization course. This course must be completed in order for spring new hires to be eligible for their first dispatch assignment.

The Learning Portal contains information for vessel employees who may not have a State of Alaska (SOA) LDAP Username and Password issued to them. State employees LDAP user names and passwords are not issued until they have cycled through their first payroll cycle. The Learning Portal may be accessed throughout an employee's career at AMHS to review the RORO Vessel Familiarization chapters or as a quick link to other resources.

## 1. Accessing the AMHS Learning Portal: Login or Create and Account on the AMHS Learning Portal Website

- a. Navigate directly to site > <http://www.amhslearningportal.alaska.gov/p2>
- b. Navigate through FerryAlaska.com > AMHS Internal Resources > Quick Links > Employee Resources > Learning Portal



## 2. Create an Account, Activate and Login

- a. Select the "Sign Up" link in the upper left-hand box and the "Create an Account" screen will appear

- b. Complete the application screen; the Login name and Password are self-assigned

- Login name: Use your first and middle initials, followed by your last name (all lower-case) EX: jsmith
- Email: Use your personal email address
- Password: Type in the password of your choice, it can even be your login name
- Name: Use your full name for Certificate of Completion

- c. Click the "Complete Sign Up" button
- d. "Check Your Email To Activate Your Account" will appear; proceed to your personal email account
- e. Activate your account by locating the auto generated email from "AMHS Learning Portal"
- f. Once activated, you will see the message "Account Activated" and with a login link included; login

**Note:** You will automatically activate your account by clicking on the link provided in the email. You cannot login until you have activated your account. You can also login from the link located on the top menu bar

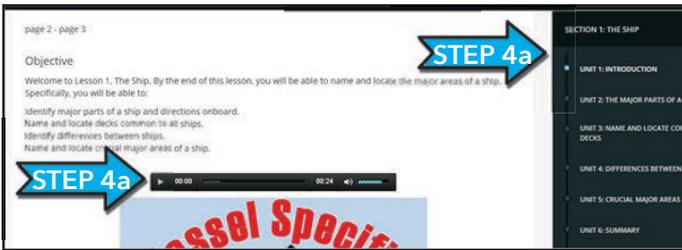
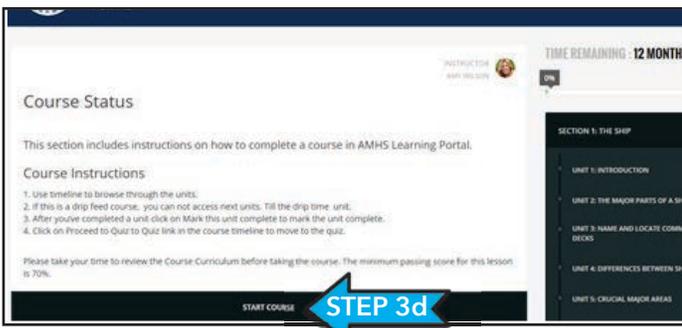
## 3. Accessing the RORO Vessel Familiarization Course

- a. Select the first course, "Vessel Specific #1-Safety Training"
  - Homepage > "Take A Course" (red circle) > All Courses
  - Menu: by clicking on "Courses" you will be takes to "All Courses" or you can select #1 from the dropdown
- b. From "All Courses" select the course by clicking on the photo or the title - the course summary will appear

- c. Select "Start Course" or "Continue Course" once started
- d. An instructions page will appear; select "Start Course"

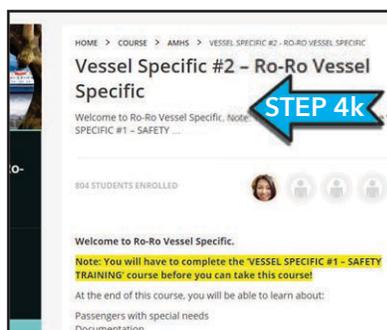
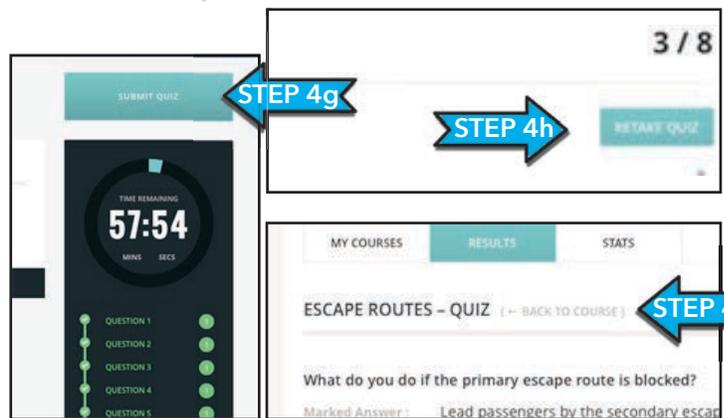
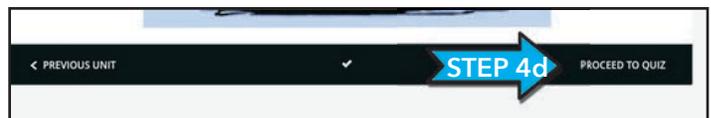
#### 4. Completing the Courses

- a. Press the play button to begin the course
  - The course sections consists of "Units"
  - The sections and units will appear on the right hand side of the screen
  - There is an option for sound
- b. Review the content of the unit and "Mark This Unit Complete" when finished
- c. A check mark and "Next Unit >" will appear
- d. Complete all units and then proceed to the quiz
- e. Read the quiz instructions and select "Start Quiz"



- f. Click on "Save Answer" for each question
- g. Once finished, select "Submit Quiz"
- h. Check your results and either "Retake Quiz" or go "Back to Course"
- i. "Continue Course" to complete the remaining sections and quizzes
- j. Be sure to select "Finish Course" when all sections are complete to submit it to the instructor for evaluation
- k. After #1 is evaluated, you will be allowed access to the Vessel Specific #2 - RORO Vessel Specific course

**Note:** You will receive messages and badges of completion within the system. An email will be sent to your personal account once the instructor has evaluated your submission. You can also upload a picture (encouraged) and revisit course content from your "profile".



#### IMPORTANT INFORMATION

- You must complete **BOTH** courses to receive the RORO Vessel Familiarization Certificate of Completion
- The results are accessed by the KCO Training Department then they will issue your Certificate of Completion
- The Certificate of Completion cannot be printed from this site directly
- Your Certificate of Completion will be mailed to your home address unless requested otherwise

# MARITIME SECURITY AWARENESS (MSA)

The AMHS Learning Portal is the Training Department's website for several on-line courses and other information for AMHS vessel and shore-side facility employees. The AMHS Learning Portal contains information for new hire vessel employees who may not be have access the AMHS Internal Resources that contains much of the same information in more detail. AMHS Learning Portal users may upload photos and are encouraged to email tips/advice for new hires to Passenger Services Inspectors and/or the AMHS Training Specialist.

This course is offered online only. This course may be required for all permanent shipboard positions; view the shipboard Minimum Qualifications (MQ's) to bid. This course is recommended for all vessel and shoreside (facility) employees. This course may be a prerequisite to qualify mariners for either the STCW Ratings of 'Security Awareness' and 'Vessel Personnel with Security Duties'.

## 1. Access the AMHS Learning Portal: Login or Create an Account

- a. Navigate directly to the site <http://amhslearningportal.alaska.gov/p2>
- b. Supported web browser recommendation/preference (use latest version):
  - PC users - 1) Firefox 2) Chrome
  - Mac users - 1) Firefox 2) Chrome 3) Safari V.11.12 & newer

## 2. Create an Account and Login

- a. Select "Register" at the login page
- b. The "Account Details" application screen will appear
- c. Complete the application screen and please note that the Login name and Password are self-assigned
  - Login name: Use your first and middle initials, followed by your last name (all lower-case) EX: jsmith
  - Password: Type in the password of your choice, it can even be your login name (add symbols numbers and uppercase/lowercase letters to strengthen your password)
  - Important: Enter your full name as you would like it to appear on your certificate of completion
- d. Click the "Complete Sign Up" button
- e. The message "Check Your Email to Activate Your Account" will appear
- f. Navigate to your email, locate the message from the AMHS Learning Portal and click on the link provided – if you cannot find the message in your email Inbox, check your Junk/Spam mailbox.
- g. You will then be directed to the "Account Activated" page with a login link; you can also login by returning to the AMHS Login/Register page <https://amhslearningportal.alaska.gov/p2/>

## 3. Access the Maritime Security Awareness course

- a. Access the course
  - In the top navigation, click on "Courses"
  - Select "Maritime Security Awareness" to access the course directly from the drop-down menu
  - Alternately, click on your name in top right-hand corner to get your profile options and select your courses
- b. From "Courses", select the "Maritime Security Awareness" to enter the course landing page
- c. Read the overview and then click "Start or Continue Course"
- d. Review the course instructions and click "Start Course"**

## 4. Navigating the Course(s)

- a. To begin the course, press the play button and then adjust the volume accordingly
- b. Review each unit in the section
- c. After completing a unit, click the "Mark This Unit Complete" button
- d. A check mark will appear and you will be able to move on to the next unit
- e. Continue reviewing and marking each unit complete until the end of the section and refer to the MSA Appendixes at any time.

**NOTE:** Section units are presented on the right hand side of the screen. You will need to review and mark each unit to complete the section and proceed to the section quiz.

## 5. Navigating the Quizzes

- a. After all of the units have been completed and marked complete, proceed to the section quiz
- b. Review the quiz instructions carefully and click "Start Quiz"
- c. Read each question and select an answer
- d. Before moving onto the next question, be sure to click the "Save Answer" button for each question
- e. Click "Next Question" once each answer is saved
- f. After all answers are saved, click "Submit Quiz"

**NOTE:** All answers must be saved before submitting your quiz to be evaluated. Your quiz must be submitted and evaluated before you gain access to the next section of the course. You should see a check mark by each section completed. If not, you may want to log out and log back in and/or contact your Training Coordinator.

## 6. Check Your Quiz Results

- a. After submitting a quiz, you can either check your results or return back to the course
- b. Review your results to determine if you met the score requirement (70% or higher) to pass
- c. If you did not achieve a score of 70% or higher, an option to retake the quiz will be made available
- d. If your score is higher than 70%, click the "Back to Course" link to finish the remaining sections
- e. Once back in the course, click "Continue Course"

**NOTE:** You will receive system messages with your quiz results. It is recommended that you check your results after each submission.

## 7. Finish and Complete #2

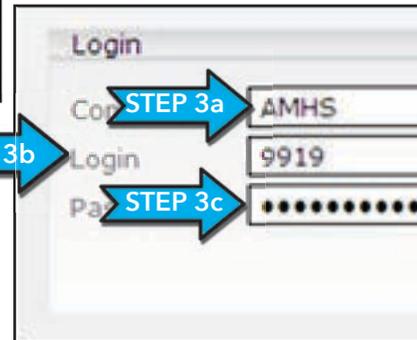
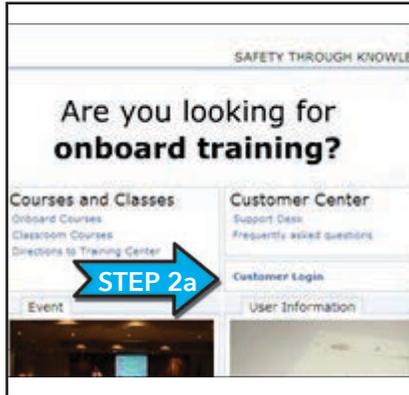
- a. Once all units, sections and quizzes are complete, click "Finish Course"
- b. A message will appear telling you that your submission is being evaluated
- c. After your submission has been evaluated, you will receive an email and a badge will appear in your system profile for your completed courses

**NOTE:** Your course results will be accessed directly by the KCO Training Department. An AMHS Maritime Security Awareness Certificate of Completion will be issued by the AMHS Training Department. The MSA certificate will be mailed to your home address, unless otherwise specified.

## 8. Submit a timesheet to DOT&PF Service Center

- Timesheets are posted on the AMHS Internal Resources website [http://web.dot.state.ak.us/amhs/forms/train\\_bid\\_uscg.shtml](http://web.dot.state.ak.us/amhs/forms/train_bid_uscg.shtml)
- The timesheet does not need an authorizing signature and payroll will be notified of your course completion
- Send to DOT&PF Service Center | Attn: AMHS Payroll Unit | 801 W 10th St. Ste B | Juneau, AK 99801

# AMHS HAZMAT TRAINING INSTRUCTIONS



## 1. Accessing the Seagull Website

- Access the site in Internet Explorer only to ensure all features are available
- Navigate directly to site > [www.seagull.no](http://www.seagull.no)
- Navigate through [FerryAlaska.com](http://FerryAlaska.com) > AMHS Internal Resources > Marine Operations > Training > HAZMAT Training

## 2. Complete the login process

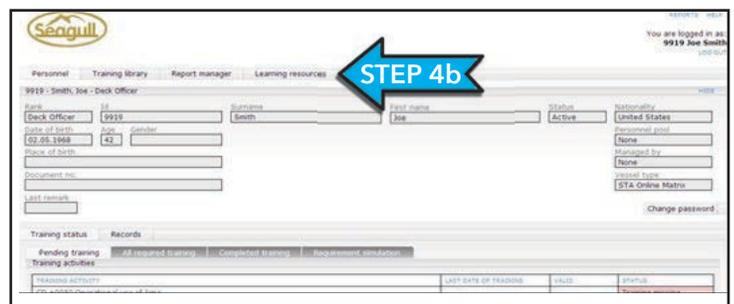
- Select the "Customer Login" link on the top right hand side of page
- Select "Seagull Training Administrator-Online"

## 3. Complete the form

- Enter "AMHS" as the customer
- Enter your "ATLAS ID Number" as the login
  - Your Atlas ID Number is not your State of Alaska Employee ID Number
  - An ID List is provided by navigating through [FerryAlaska.com](http://FerryAlaska.com) > AMHS Internal Resources > Marine Operations > Training > HAZMAT Training
- Enter your birthdate "dd.mm.yyyy" as the password
  - If your date of birth was not available when your name was registered in the site, 01.01.1970 was used
- Contact the Training Coordinator if you are still experiencing difficulty accessing the site
- Click the "Login" button

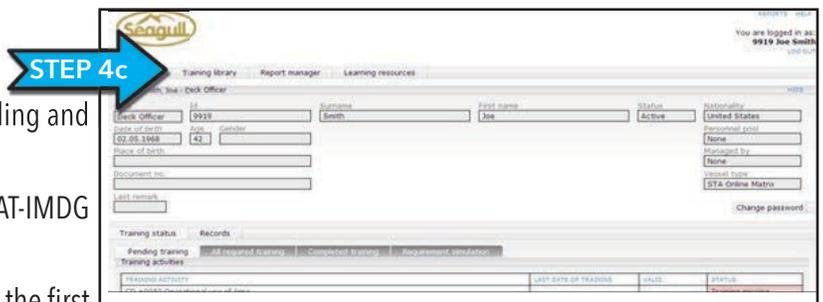
## 4. Enter the Site

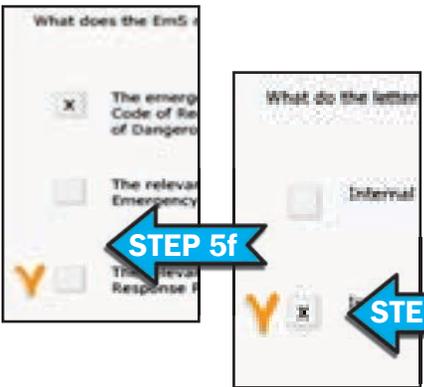
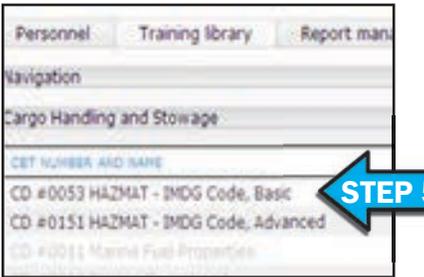
- You will arrive to the "Personnel" tab
- Select the "Learning Resources" tab to learn more information on the site
- Select "Training Library" tab to locate courses
  - HAZMAT Basic course and all others



## 5. Complete the HAZMAT Basic Course

- A list of topics will appear - select "Cargo Handling and Stowage"
- The list will expand - select "CD #0053 HAZMAT-IMDG Code, Basic"
- The chapter selection screen will appear - select the first chapter "Dangerous Good Legislation"





- d. Use the forward arrow key to progress through the chapter
- e. There are options at the bottom of the screen to adjust the sound, refresh the page, move forward or to quit.
- f. Read through each course and take practice test at the end - you can run through chapter and practice test as many times as you like, studying your incorrect answers
- g. Correct answers will be noted with a "Y" symbol next to your selection

**6. Complete the Assessment as the Exam**

- a. Select Exam and proceed answering all of the questions
  - b. Your course work is not registered until you have completed the assessment, obtain a score of 75% or higher and then register the information
  - c. Failure to disregard the session if you did not pass will prevent future attempts from being recordable
  - d. Click the "Close" button once completed - disregard the diploma option as you will receive the certificate of completion directly from KCO
- Certificates of Completion will be mailed to your home address unless you request otherwise

**7. Register or Discard Your Results**

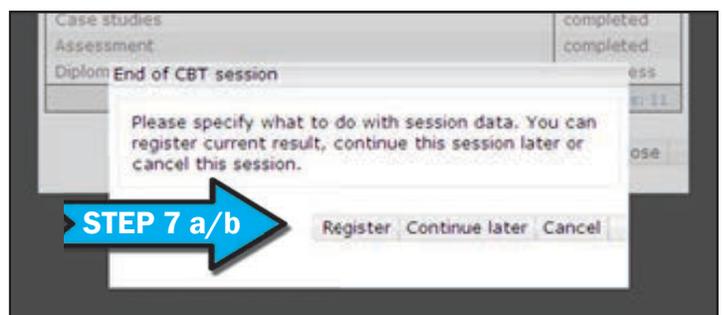
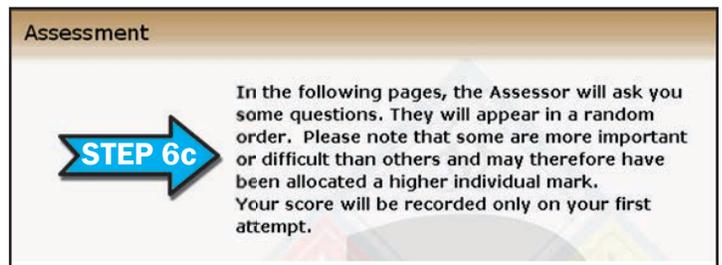
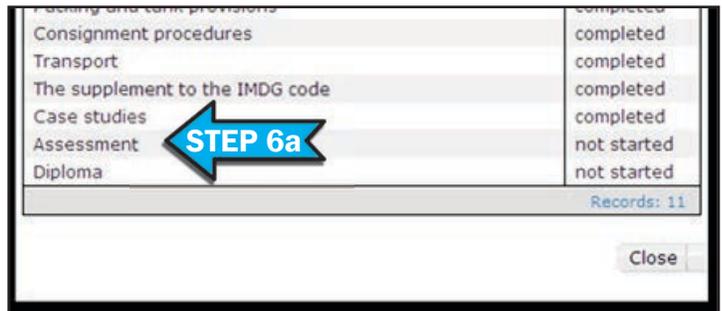
- a. Choose "Register" if you have received a score higher than 75% and wish to submit your results for completion
- b. Choose "Continue Later" if you would like to save what you have completed so far and wish to continue later
- c. Choose "Cancel" to discard all of your work or failed to meet the 75% minimum

**NOTE:** Once you choose "Cancel" all of your chapters will show "not started". You should ignore this status and re-take the exam whenever you are ready.

**8. Submit a timesheet to DOT&PF Service Center**

- a. Timesheets and examples are available on the Internal Resources Website
- b. Timesheet does not need an authorizing signature and payroll will be notified of your course completion
- c. Send to DOT&PF Service Center | Attn: AMHS Payroll Unit | 801 W 10th St. Ste B | Juneau, AK 99801

**NOTE:** If the course was required for your shipboard position, submit a timesheet directly to Payroll



## APPENDIX IV

# Entry Level Training & Certifications

- **Merchant Mariner Credential (MMC)** Pg. 44
- **Transportation Worker Identification Card (TWIC)** Pg. 44
- **USCG Medical Certificate** Pg. 44
- **Basic Training (BT formerly BST)** Pg. 44
- **Radar Unlimited or Refresher Certificate** Pg. 44
- **New Crew Member Vessel Familiarization Form** Pg. 45
- **Vessel Specific Familiarization** Pg. 45
- **Crowd Management (4 hours)** Pg. 45
- **Crisis Management (14 hours)** Pg. 45
- **AKDEC Food Workers Card (FWC)** Pg. 45
- **Training for Alcohol Professionals (TAP)** Pg. 45
- **Certified Food Protection Manager (CFPM)** Pg. 46
- **Equal Employment Opportunity (EEO)** Pg. 46
- **Marine Evacuation System (MES)** Pg. 46
- **Hazardous Communication Training (HCT)** Pg. 46
- **Highest Level Security (SA, VPDS, CSO)** Pg. 46
- **Highest Level Haz Materials (HAZMAT)** Pg. 46

## Merchant Mariner Credential | MMC

All AMHS mariners are required to maintain a valid Merchant Mariner Credential (MMC). It is a booklet issued by the USCG and is valid for 5 years from the date of issuance. The MMC is a document that may contain entry level, mid-level and advanced ratings both national and international (STCW). MMC's may include officer licenses, certificates of registry for pursers, pilotage, a Food Handler designation and limitations/exclusions! Additional documentation may be required to prove the validity of the ratings/endorsements to the MMC. The AMHS Minimum Qualifications (MQ's) list the national and STCW ratings required for shipboard bids. Shipboard assignments may be based on the MQ's and/or the employer's position requirements. Visit the USCG National Maritime Center (NMC) [Website](#) to get more information about MMC's including how to obtain, renew, or add ratings (upgrades) to your MMC.

## Transportation Worker Identification Card | TWIC

USCG credentialed merchant mariners (and port facility employees) are required to get the Transportation Worker Identification Card (TWIC). It is valid for five (5) years. In the event that a TWIC card is needed whether it is new, lost or stolen, it is your responsibility to notify your dispatcher and report the occurrence. Information regarding the issuance of a TWIC can be found on the TSA website that provides helpful information and can be accessed by [clicking here](#). It is here you will find Frequently Asked Questions, Enrollment Centers and the latest fee information. For questions or concerns regarding the issuance or status of your TWIC, please contact the AMHS Security Officer Jason Joel at [jason.joel@alaska.gov](mailto:jason.joel@alaska.gov) or at (907) 228-7280.

## USCG Medical Certificate

The USCG Medical Certificate is a separate document that mariners must carry with their Merchant Mariner Credential (MMC). It serves as proof that a mariner has met the required medical and physical standards of the endorsements/ratings endorsed to their MMC. AMHS mariners maintain their Medical Certificate by renewing it every two (2) years – refer to the "STCW Expire Date" on the certificate. The AMHS Training Department [memo](#) reviews the properties and documentation of Medical Certificates at AMHS. Additionally, the [MAC 16-003 memo](#) from the Port Captains Office reviews the implementation and policy at AMHS of the Medical Certificates. Visit the USCG National Maritime Center website's [Medical Certificate page](#) for current application forms, tutorials, FAQ's, etc.

## Basic Training | BT

A Basic Training (BT) class (previously known as Basic Safety Training or BST) is required for all AMHS vessel crew members prior to their first work assignment. BT classes are offered regularly in Ketchikan and Seward and for new hires who complete BT as part of New Hire Orientation. After completion, mariners document a BT class to their MMC. This is accomplished by applying for the free STCW endorsement of BT as shown here on this [example CG Form 719B](#). Gather the completed [CG Form 719B](#), include a copy of the BT Certificate of Completion, and then submit them to a USCG Regional Exam Center (REC). Applications are forwarded by the REC to a USCG evaluator at the USCG National Maritime Center (NMC). Once approved, labels in the form of stickers are mailed to the applicant, who then pastes the labels into their MMC. Copies of the MMC pages with the new label(s) must then be submitted to the AMHS Training Department to update their Training / Dispatch records. This proves to AMHS that the MMC STCW Basic Training endorsement requirement is met. Lack of the MMC STCW Basic Training endorsement will impact crew members' dispatch and/or bid eligibility.

## Radar Unlimited or Refresher

Certain positions require a mariner to possess both a current Radar Observer (Unlimited) Certificate of Completion and an endorsement for Radar Observer (Unlimited) to the license (National) section of the USCG issued MMC. The Radar Observer (Unlimited) Certificates of Completion are valid for 5 years. To maintain their validity, mariners must complete a Radar Refresher course for typically 2-3 Days or a Radar Recertification course for 1-Day that may include online training. Please review the [MEMO: Radar Observer Recertification, Training & Documentation](#) for more information.

## New Crew Member Vessel Familiarization Form

The New Crewmember - [Shipboard Familiarization Training Record](#) must be completed within 48 hours of reporting for

duty. It addresses subjects related to safety and protection of the environment, the passengers, the ship, the crew and you. This form is to be completed each time you join a new vessel for the first time and should be kept in your 3-ring binder. Upon subsequent assignments to the same vessel, show the form to the Purser upon check-in. It is necessary to complete the form when joining a ship for the first time, if it has been an extended period of time since reporting for duty to that ship, or if the vessel has been in CIP / Layup for an extended period of time.

### **Vessel Specific Familiarization**

The Vessel Specific Familiarization (RORO) is required by all crew members and is completed through the [AMHS Learning Portal](#). There you will find a series of two computer based courses: #1 is Vessel Familiarization and #2 is Vessel Specific. There is a third course on the AMHS Learning Portal that does not apply to vessel crew and can be ignored. The ADA content from the #3 Terminal course is contained within #1 Vessel Familiarization and #2 Vessel Specific, but the requirement is to fulfill the #1 and #2 consecutively. [Click here](#) for instructions on how to fulfill this requirement and use the [AMHS Learning Portal](#).

### **Crowd Management (4 Hr)**

CLASSROOM: The USCG approved 4-hr Crowd Management course is required for all AMHS vessel position [bids](#). The training is for personnel designated on muster lists to assist passengers in emergency situation (STCW Code A-V/2). Crowd Management classes are offered periodically in Ketchikan, Juneau and Seward. While Crowd Management is an USCG approved course, it is not endorsed to the mariner's MMC. Mariners may submit the certificate of completion to their local USCG Regional Exam Center (REC) and ask them to add it their USCG file.

### **Crisis Management (14 Hr)**

The 14 hour Crisis Management course is required for all deck and engineering officers and purser [bids](#). It is recommended for all Able Seaman, Jr. Engineers and any supervisory positions. It requires the fulfillment of two courses: Crisis Management and Passengers, Safety, Cargo, Hull Integrity. This training is for persons designated on muster lists as having responsibility for the safety of passengers in emergency situations and for those assigned immediate responsibility for embarking and disembarking passengers, loading, discharging or securing cargo or closing hull openings (STCW Code AV/2). Classes are offered periodically in Ketchikan and Juneau. While Crisis Management is an USCG approved course, it is not endorsed to the mariner's MMC. Mariners may submit the certificate of completion to your local USCG Regional Exam Center (REC) and ask them to add it to their USCG Mariner File.

### **Alaska DEC Food Worker Card | FWC**

The State of Alaska Department of Environmental Conservation, Division of Environmental Health (AKDEC-EH) Food Worker Card (FWC) is required for all employees who work in the Stewards Department at AMHS. Information about the course, including a link to the actual course, can be accessed on the FWC web page by [clicking here](#). You will need to start by obtaining a TestID and maybe take a practice test. The TestID costs \$10, is only used to take the FWC test and is valid for one year. The FWC is the only acceptable certification for this requirement (beware of other websites) and is valid for three years.

### **Training for Alcohol Professionals | TAP**

Training for Alcohol Professionals (TAP) is a program that has been designed to meet the needs of the hospitality industry to adhere to the specific requirements set forth by the Alcoholic Beverage Control Board. The program consists of four main sections: Overview of Alcohol Law, Rights and Responsibilities, Identifying Intoxication and Preventing Drunkenness, Proper Techniques for Checking Identification, and Dealing with Difficult Situations. If an endorsement to serve alcohol is required for your position, you will need to arrange to take a [TAP class](#). This requirement is not fulfilled by completing the AKDEC Food Worker Card (FWC) and will need to be arranged in addition to the FWC course.

### **Certified Food Protection Manager | CFPM**

Certified Food Protection Managers (CFPM) are restaurant employees with management responsibility who have passed a test to show knowledge of food safety. In the state of Alaska, a CFPM is a person who has passed one of the

following national exams: ServSafe (National Restaurant Association) or Prometric and National Registry of Food Safety Professionals (NFRSP). The test cost ranges between \$75 and \$299 for the certification and is valid for five years. An average class will take 4 to 12 hours with testing taking about 2 hours. [Click here](#) to learn more about the certification.

## **Preventing Harassment | EEO - Equal Employment Opportunity**

The AMHS Preventing Harassment / Equal Employment Opportunity (EEO) course is to be completed by all vessel and terminal employees. It consists of a DVD, pamphlet and quiz. Vessel employees complete the course at New Hire Passenger Services Orientations, or on board a vessel (see the purser), or at the Ketchikan Central Office (KCO) by contacting [amy.wilson@alaska.gov](mailto:amy.wilson@alaska.gov) in the Training Department. Terminal employees complete the course as scheduled by the terminal manager. All employees may find additional information, including Administrative Orders and forms, about the State of Alaska (SOA) EEO Program on the SOA Division of Personnel (DOP) website <http://doa.alaska.gov/dop/eoo/>. Employees may also request to attend the (4) hour class "A Respectful Workplace" (ARWP) course. This course is accepted in lieu of the AMHS EEO / Preventing Harassment course or may be taken in addition to the AMHS course. Go to the AMHS Internal Resources website for instructions on how on how to register for a class.

## **Marine Evacuation System | MES**

All AMHS vessels are equipped with marine evacuation systems (MES) and the MES on-board each vessel, consists of auto-inflated evacuation slides and life rafts that require training. Crew members may attend any ship board MES drill and deployment that includes the full release of the slide system into the water or complete any vessel's "On-board Written MES Program". A MES Certificate of Completion is issued for participating in a MES drill and deployment or completing the MES written program (includes a DVD, quiz and a Practical Skills Qualification Form). Unlike the previous 3 year expiration date, the MES certificates do not expire. Please [click here](#) and view the FAQ "Where can I find more information about the MES certification?"

## **Hazardous Communication Training | HCT**

All vessel and facility employees complete Hazardous Communication Training (HCT). AMHS has several HCT Curriculums, including but not limited to: Basic, Core, Forklift and Supervisors. The HCT safety related courses are in accordance with 29 CFR, part 1910.1200. The HCT Basic Curriculum or HCT Core Curriculum may be offered during New Hire Orientations. The HCT Curriculums may consist of a single safety related topic or several. Topics may consist of the following: booklet, handout, DVD, web-course, quiz, or hands on training. Vessel crewmembers can find the HCT material at the Pursers Station or as designated and/or at the Ketchikan Central Office (KCO) - AMHS Training Department. Facility employees complete training at their Terminal, see Terminal Manager. Go to the AMHS Internal Resources website to find out about the courses and/or or view vessel crew HCT Compliance Lists.

## **Highest Level Security | SA, VPDS, CSO**

All AMHS mariners are required to complete security training and obtain appropriate STCW Security Endorsements to their MMC. The STCW Security Endorsements are: Security Awareness (SA), Vessel Personnel with Designated Security Duties (VPDS) and Vessel Security Officer (VSO). The security endorsements are progressive and a mariner who meets the requirements for the higher level security endorsement(s) will have the lower level security endorsement(s) printed to the STCW section of their MMC. AMHS Crew Members are to apply for the appropriate STCW Security Endorsement(s) to their MMC. For more information on security endorsements and training, please [click here](#).

## **Hazardous Materials Training | HAZMAT**

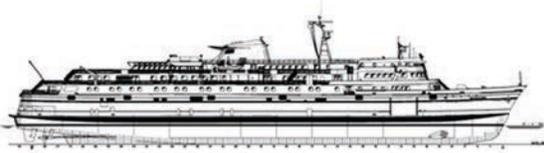
Basic HAZMAT training is required for all AMHS deck officers, unlicensed deck crew and engineering officer bids (see also AMHS Minimum Qualifications). The basic HAZMAT training course "IMDG Code Basic" offered on the Seagull Maritime training portal is recommended for all vessel personnel. The maritime and safety related courses on the Seagull training portal are considered "introductory or refresher" and do not result in USCG approved certification. Instructions on how to use the Seagull web portal for HAZMAT Basic training and how to complete a time sheet for applicable training wages can be found on the AMHS Internal Resources website.

# APPENDIX V

## Vessel Specifications

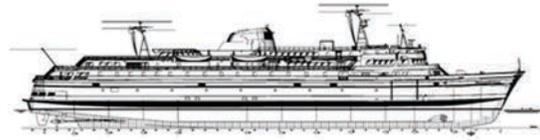
- **Vessel Profiles** **Pg. 49**
- **Vessel Chain of Command** **Pg. 50**
- **Vessel Information Table** **Pg. 51**

# VESSEL PROFILES



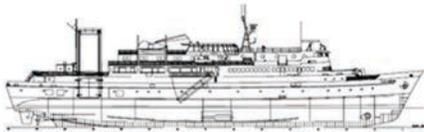
**MV MATANUSKA**

408 feet  
Built 1963



**MV MALASPINA**

408 feet  
Built 1963



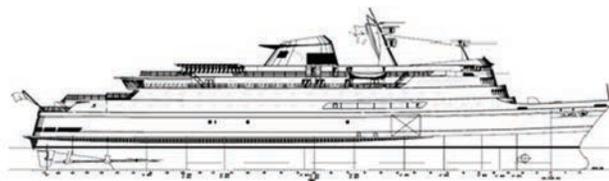
**MV TUSTUMENA**

296 feet  
Built 1964



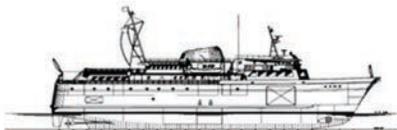
**MV LITUYA**

181 feet  
Built 2004



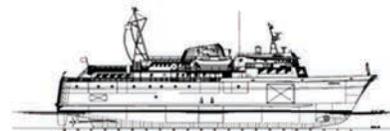
**MV COLUMBIA**

418 feet  
Built 1974



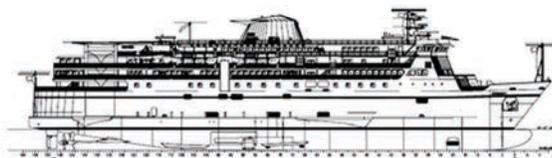
**MV LECONTE**

235 feet  
Built 1974



**MV AURORA**

235 feet  
Built 1977



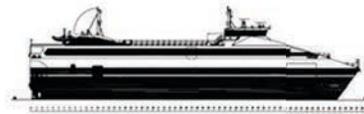
**MV KENNICOTT**

382 feet  
Built 1998



**FVF FAIRWEATHER**

235 feet  
Built 2004



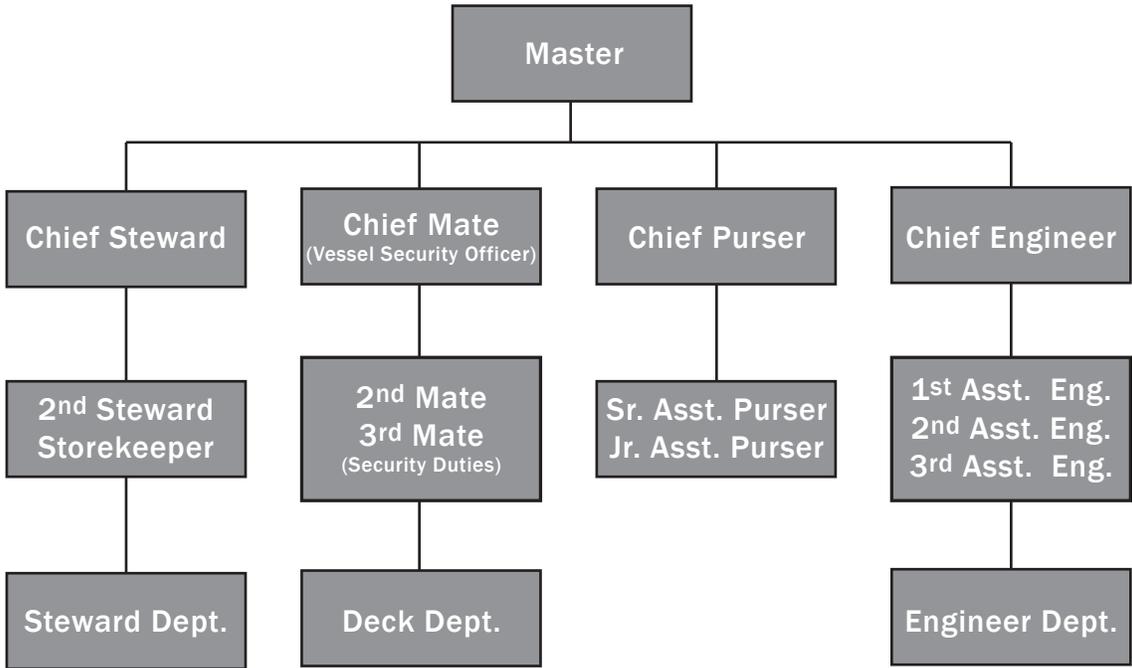
**FVF CHENEGA**

235 feet  
Built 2005

For full vessel profiles, visit <http://www.dot.state.ak.us/amhs/fleet.shtml>.

# VESSEL CHAIN OF COMMAND

Your position involves being assigned to a ship. You should always learn, at minimum, 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

## Vessel Information Table



	Mainline Ferries					Day Boat Ferries			Shuttle Ferries		
	Columbia 1974	Kennicott 1998	Malaspina 1963	Matanuska 1963	Tustumena 1964	Aurora 1977	LeConte 1974	Chenega 2005	Fairweather 2004	Lituya 2004	
Year Built	1974	1998	1963	1963	1964	1977	1974	2005	2004	2004	
Length (feet)	418	382	408	408	296	235	235	235	235	181	
Beam (feet)	85	85	74	74	59	57	57	60	60	50	
Displacement (long tons)	7,684	7,504	5,994	5,569	3,081	2,132	2,132	787	787	647	
Loaded Draft (feet-inches)	17'-6 1/8"	17'-6"	16'-10"	16'-11 5/8"	14'-4 1/2"	13'-8"	13'-8"	8'-6"	8'-6"	12'	
International Tonnage: Gross	13,009	12,635	9,121	9,214	4,529	3,124	3,124	3,420	3,424	758	
(cubic capacity) Net	4,932	3,790	3,667	3,824	1,451	987	987	1,026	1,027	227	
Domestic Tonnage: Gross	3,946	9,978	2,928	3,029	2,174	1,280	1,328	1,333	1,280	97	
(cubic capacity) Net	2,683	7,354	1,253	1,235	898	453	566	827	870	66	
Horsepower @ Service Speed	14,000	13,200	8,000	7,200	5,100	4,300	4,300	19,310	19,310	2,000	
Service Speed (knots)	17.3	16.75	16.5	16.5	13.3	14.5	14.5	32	32	11.5	
Fuel Usage (gallons/hour)	397	354	270	234	151	190	188	600	600	55	
Normal Crew Capacity	63	55	47	48	38	24	24	10	10	5	
<b>Booking Capacities</b>											
Passengers	499	450	450	450	160	250	225	210	210	125	
Vehicles (lane feet)	2,660	1560 SE 1340 SW	1,675	1,675	680	660	660	620	620	300	
Quantity of 20 foot vehicles	133	78 SE 67 SW	83	83	34	33	33	31	31	15	
Commercial Vans	16	17	10	10	6	7	8	3	3	2	
Staterooms - 4 berth	45	48	45	5	6	-	-	-	-	-	
Staterooms - 3 berth	-	-	-	21	-	-	-	-	-	-	
Staterooms - 2 berth	56	58	26	79	17	-	-	-	-	-	
ADA Staterooms (4 berth)	-	3	-	-	-	-	-	-	-	-	
ADA Staterooms (2 berth)	3	-	1	1	1	-	-	-	-	-	
Total Staterooms	104	109	72	106	24	-	-	-	-	-	
Total Berths	298	320	234	243	60	-	-	-	-	-	

State of Alaska | Department of Transportation & Public Facilities | Alaska Marine Highway System







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.

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