



From: Captain Haakon Gangdal
Location: Saga Theater
S/S NORWAY
Date: April 24, 2002

Subject: Captain's Meeting with Officers and Crew.

The Captain welcomed everyone and the following subjects were discussed:

In General

- I would like to thank and congratulate each and everyone for all the effort rendered during the USCG Inspection held last March 31, 2002. It went very well, everybody was prepared and the inspection was a success.

Rumors

- Lately we heard rumors about SS Norway being sold or doing Asia itinerary etc... which must stop now. We don't know anything about this things yet, and the Norway will remain doing Miami - Caribbean itineraries. It depends on NCL shoreside's discretion on these itinerary changes and any other changes in general.

Guests comments

- This guests comment serves as our gauge of what kind of services we rendered. If we get good comments, we get good ratings and good revenue follows. We have our edge since SS Norway is a legendary ship, *s/he* has many repeaters. In return we must treat our guests the best we can to please them and as a token of appreciation. Threat them with full respect. Remember a bad impression of a crewmember or a person can ruin *us* as a whole.

Language onboard

- English is our working language and we have to abide by it. It is very impolite speaking your native language especially around guests.

Rule and regulations

- We need to emphasize the rules and regulations required onboard which is to be followed. Here are few and most common ones:
 - Respect the privacy and things of your cabin mates and all crewmembers in general.
Never start a fight.
 - Alcohol and drug policies
 - Sexual harassment (pax and crew alike)
 - Smoking - health-wise, is very bad .

- environmental, must be done in designated areas only and never leave butts and burn marks on the walls and floors.
 - Crew laundry machines must be well maintained and crewmembers have the responsibility to use the machines properly.
- We need everybody's cooperation in keeping everything all around the ship clean, in order and safe to work on.

USPH

- Scores are published in the internet, so it is very important to keep a high score, and therefore we need to have a high standard of safety and cleanliness onboard at all times

Bureau Veritas Inspection

- On May 12th, the Bahamian Authorities will travel with us for 1 week to check on the ship's safety certificates and the ship's safety conditions in general. We make sure not to block emergency escape routes and not to tamper or move emergency equipment

Internal Audit (SEMS)

- On May 19-26, an Internal Audit will take place onboard. This audit will look over all Safety and Environmental related matters. e.i. garbage separation, emergency procedures/equipment and proper use of PPE while working etc...
- Safety of human life and the environment in general is our # 1 priority. Crewmembers must be well versed with all the escape routes and procedures. All crew can ask related topics during the Safety and Environmental meeting which is held every month.

Sign off procedures

- We are all obliged to secure clearances prior to signing off especially uniforms to surrender or last pay will be held back.

I am going on vacation in 2 weeks time. I hope everything will be ok and all inspections to pass with flying colors. Good luck to everyone.

The meeting were closed at 1115 hrs.

Haakon Gandal
MASTER
S/S Norway

NCL-093168