

Our HESS Golden Rules and Just and Fair Culture

ENTER






Health Environment Safety Security


CARNIVAL UK

Welcome

Welcome to this interactive PDF about our HESS Golden Rules.

Our Golden Rules map out how we stay safe, healthy and secure at work and do the right thing for the environment, wherever we go in the world.

Click   to navigate through the PDF, or click  to return to the contents screen.



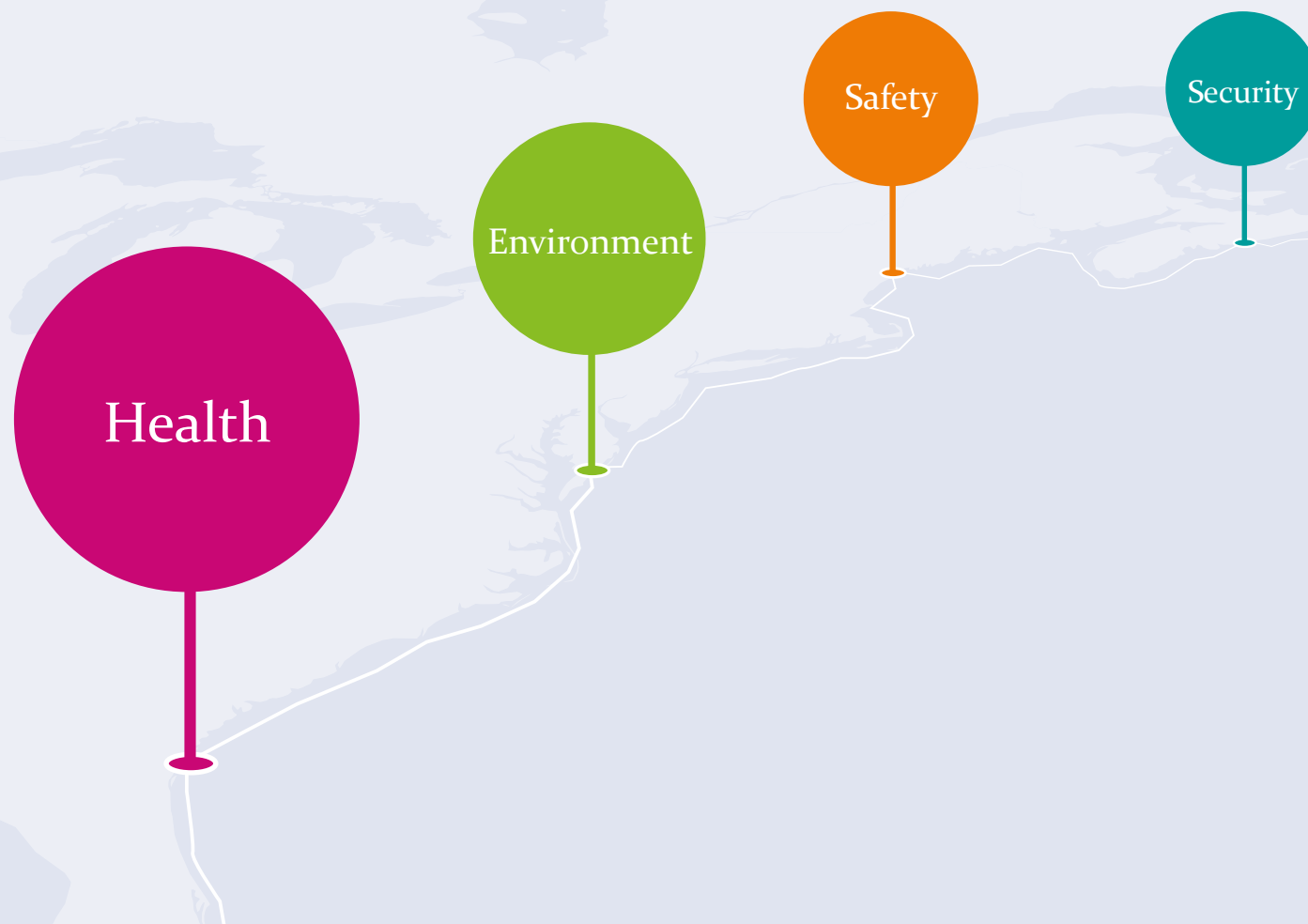
Contents

You can read and complete this PDF on screen, or print it off and write on it. In either case, first download the PDF to your desktop.

If you complete the PDF on screen, there is a limit to how much you will be able to write in the space provided.

It will take approximately 10–15 minutes to complete.

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- [How committed are you?](#)
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Our HESS story so far...

Our HESS goal is Compliance through Commitment – to create a culture where everyone is committed to putting HESS at the heart of all our decisions and actions.

Here are just some of the projects and initiatives we've delivered so far to support our goal.



Snapshot of our achievements...

- 📍 People taking greater responsibility for HESS.
- 📍 Near miss reporting increased by **55%**.
- 📍 People rewarded and recognised for great HESS performance.
- 📍 **18,000** HESS conversations in 2018.



How committed to HESS are you?

Commitment means doing the right thing because we want to, not because we have to. Take this simple self-analysis test and check your score to see how committed you are to reaching our HESS goal – Compliance through Commitment.

1. Read through the questions, answering them as honestly as possible.

Remember, this activity is not scientifically verified and is designed simply for you to reflect on your own commitment.

2. When you've answered all the questions, click next to see your score.

Next

Always
Often
Occasionally
Never

1. Do you wash your hands to prevent the spread of illness?
.....
2. When you see a person behaving unsafely, do you approach them to intervene?
.....
3. Do you keep up to date with where our emergency evacuation point is?
.....
4. When making decisions, do you think about the HESS implications for Guests, crew or colleagues shoreside?
.....
5. When you see a colleague looking upset/stressed, do you ask them if they are OK and if they need support?
.....
6. When disposing of waste, do you use the appropriate bins?
.....
7. If you are involved in a near miss event (however minor eg. no harm done to people or property), do you report it?
.....
8. If you are unsure about a decision that affects HESS, do you ask for guidance from your line manager?
.....
9. Whilst driving, do you stop your car to text?
.....
10. Do you speak up if you see someone without a Laminex or Mifare pass?
.....

Your score:

If you have printed off the PDF, score each question as follows and add up your total points:

Always = 4

Often = 2

Sometimes = 1

Never = 0

11-29

Your score suggests that you sometimes take HESS into account in the way you think and act, and the decisions you make, but it's not always a priority for you. Come to the launch of the Golden Rules next week to find out how you can put HESS at the heart of everything you do and become a hero of 'safe and well'.

0-10

Your score suggests that you generally do not focus on HESS in the way you think and act at work, or in the decisions you make. Come to the launch of the Golden Rules next week to find out how you can put HESS at the heart of what you do and become a hero of 'safe and well'.

30-40

Your score suggests that you are very focused on HESS, putting it at the heart of the way you think and act, and the decisions you make. Come to the launch of the Golden Rules next week to see what more you can do as a hero of 'safe and well'.



HESS

Golden Rules

Our Golden Rules are at the heart of our HESS goal: Compliance through Commitment.

They map out how we stay safe, healthy and secure at work and do the right thing for the environment, wherever we go in the world.

Ten Golden Rules that help us put HESS at the heart of all decisions and actions we take.



Our Golden Rules in practice

Putting HESS at the heart of all decisions and actions we take.

1. Click on each of the Golden Rules to see some examples of what they mean in practice.
2. What can you do in your role to demonstrate the Golden Rules and put HESS at the heart of the decisions and actions you take? Make a note of your thoughts below.



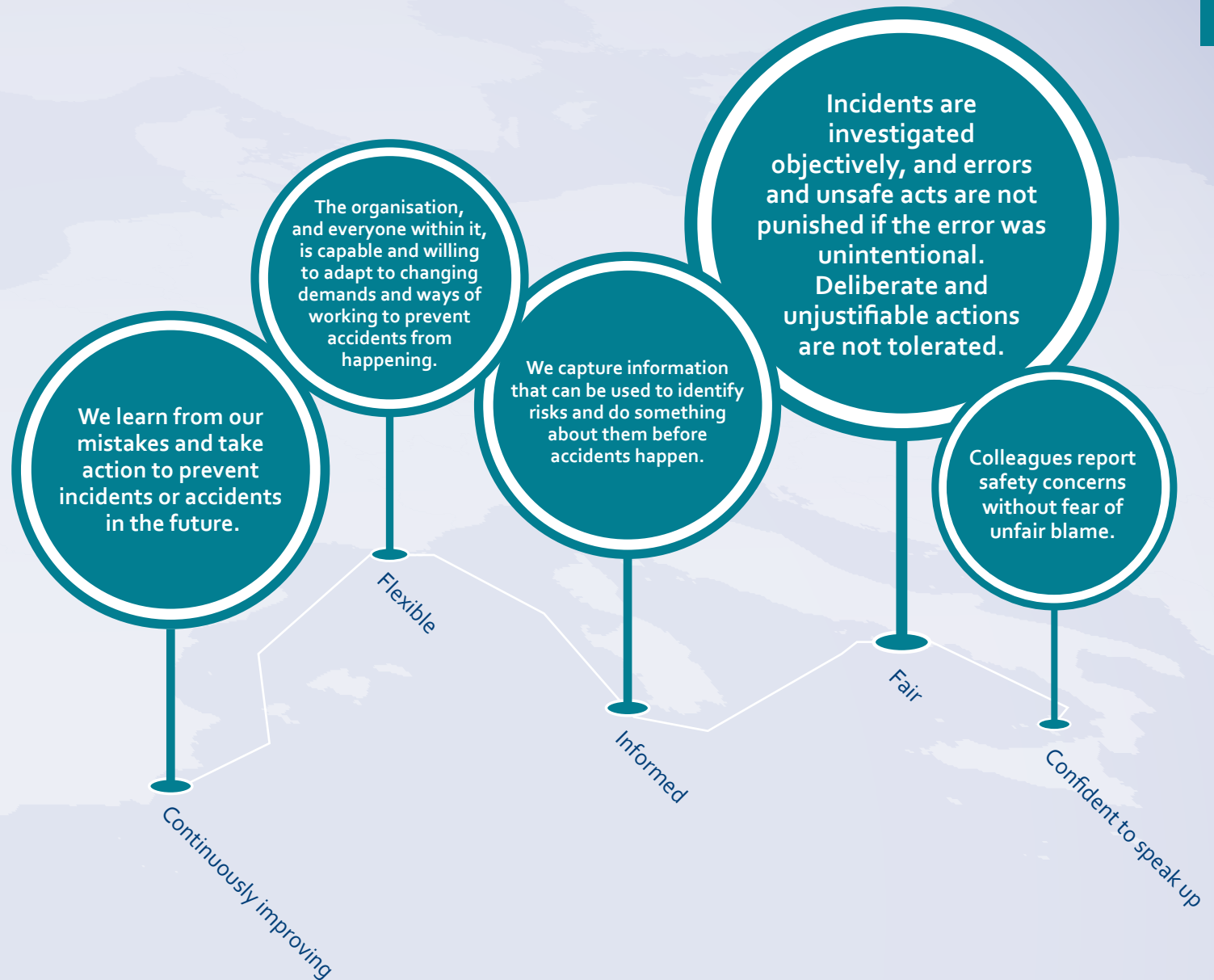
Blank area for notes, with a small pencil icon in the top right corner.

A Just and Fair Culture

Creating a just and fair culture is also critical to achieving our HESS goal.

A just and fair culture is one where everyone feels able to speak up, report concerns, mistakes and errors and offer suggestions for improvement, knowing that they will be treated fairly.

The benefits of this type of culture are shown to the right.

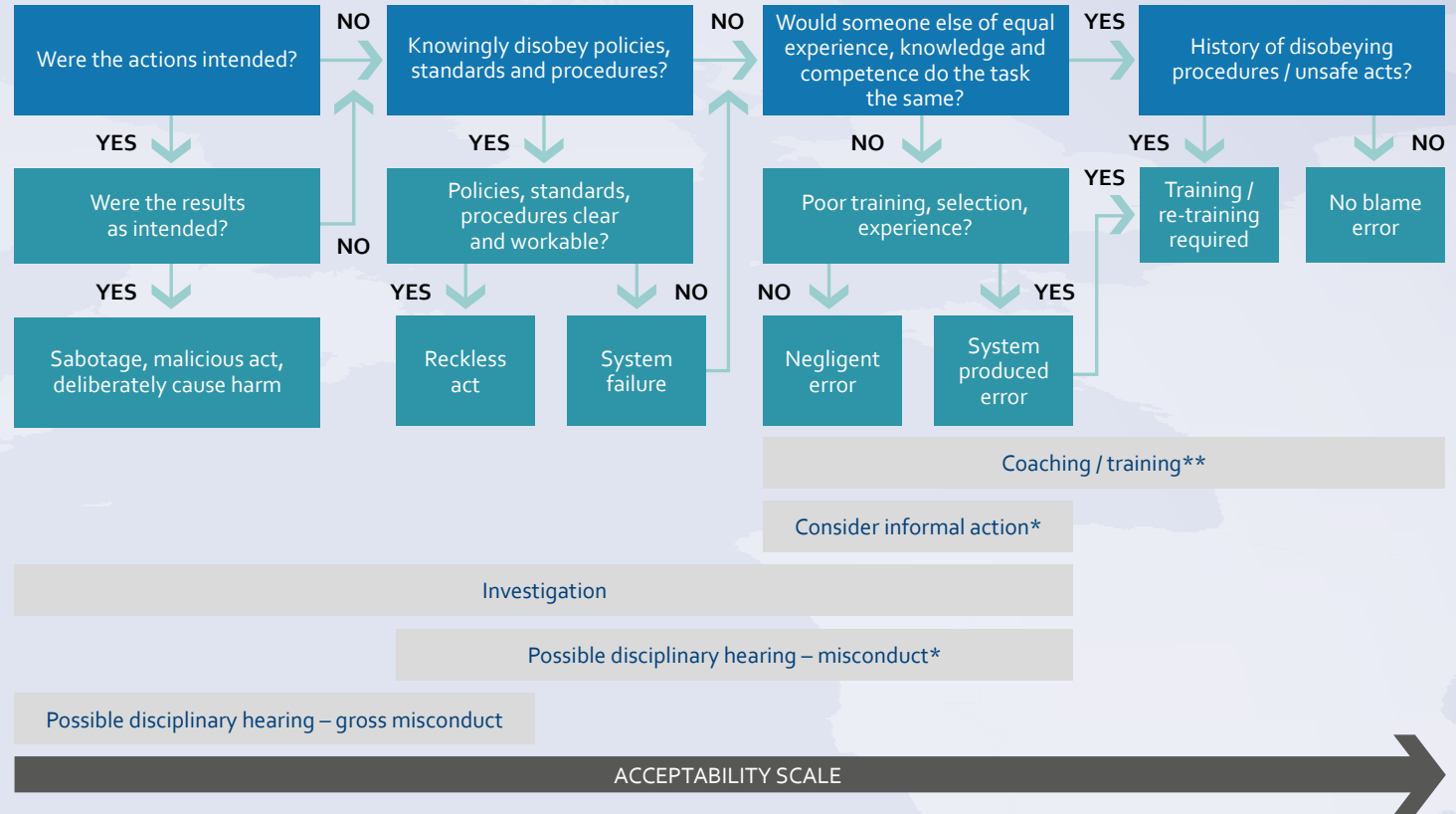


Investigating behaviour that falls below expectations

In a just and fair culture, individuals are not blamed for 'honest errors', but are held accountable for wilful violations and gross negligence.

Incidents are investigated objectively, and a decision tree (right) helps investigators establish whether accountability lies with the organisation or individual.

Just and Fair Culture



*Please refer to the Fleet Code of Conduct Policy and the Shore Disciplinary Policy.

**Refer to the Fleet Performance Improvement Policy and the Shore Improvement Policy.



Find out more about the Golden Rules and our Just and Fair Culture by searching for them on **The Insider**.

